

# Employer User Guide

## Clearing House – Contributions

Prepared and issued by Aware Super Pty Ltd ABN 11 118 202 672, AFSL 293340  
as trustee of Aware Super ABN 53 226 460 365  
Unique Superannuation Identifier (USI) 53 226 460 365 001  
MySuper Authorisation Number 53 226 460 365 073



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# Dashboard summary

Selecting this menu option will allow a user to navigate through the Employer Portal, regardless of the page they are on.

**aware SUPER Clearing House**

olton@aware.com.au

**Welcome to the Aware Super clearing house and STP service**

Aware Super has grown to now including WA Super and VicSuper employers. We look for opportunities to leverage our strength and scale to delivery greater value for our members and our employers including our new Aware Super clearinghouse and STP service.

**Our clearing house service allows you to:**

- Pay your employee's super
- Send your STP reporting
- Manage your own users & employer ABNs
- Create powerful reporting to support your business needs.

**Resources & support**

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[Contributions User Guide](#) [STP User Guide](#)

**Superannuation**

You can pay contributions for employees through a number of options:

- Upload a new contribution file
- Manually key a contribution
- Create an ad hoc contribution
- Reuse a previous contribution file
- Submission History
- Current

**Single Touch Payroll**

Upload and view past Single Touch Payroll Pay Events:

- Upload a new STP File
- STP Submission History

**Maintenance**

You can add users and maintain employer and user details:

- Employer Details
- User Details
- Member Maintenance
- Add Member
- My Custodian

**Upload a new contribution file** – Allows a user to upload a file exported from their payroll system.

**Manually key a contribution** – Allows a user to manually process contributions, add and edit employee's details. This shows all employees linked to their employer.

**Create an ad hoc contribution** – Allows a user to create an ad hoc contribution.

**Reuse a previous contribution file** – Allows a user to reuse a previously submitted contribution.

**History** – Allows a user to view a history of their past submissions and response messages.

**Upload new STP file** – Allows a user to upload a STP file.

**STP Submission History** – Allows a user to view their past STP submissions.

**Employer Details** – Allows a user to update details about their business.

**User Details** – Allows a user to update details about their user account, as well as set up new user accounts.

**Member Maintenance** – Allows a user to update existing member details.

**Add Member** – Allows a user to add/create a new member account.

# Upload a new file

Employers are able to upload files exported from their payroll system. These files can be the ATO SAFF or a Custom File in CSV format.



**Note:** If you are new to the Employer Portal and wish to upload a customised file please contact your Administrator and ask them to organise for your Custom Files to be mapped by SuperChoice Services Pty Ltd prior to uploading your first file in the Portal.

Select *Upload a new contribution file*.

**aware SUPER** Clearing House

Dashboard olton@aware.com.au

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[Contributions User Guide](#) [STP User Guide](#)

### Superannuation

You can pay contributions for employees through a number of options:

- [Upload a new contribution file](#)
- [Manually key a contribution](#)
- [Create an ad hoc contribution](#)
- [Reuse a previous contribution file](#)
- [Submission History](#)
- [Current](#)

### Single Touch Payroll

Upload and view past Single Touch Payroll Pay Events:

- [Upload a new STP File](#)
- [STP Submission History](#)

### Maintenance

You can add users and maintain employer and user details:

- [Employer Details](#)
- [User Details](#)
- [Member Maintenance](#)
- [Add Member](#)
- [My Custodian](#)

## Select Pay Cycle

- 1 Select Dates:
  - *Use Default Employer Pay Cycle* – This will default to the Pay Cycle if it has been set in Employer maintenance or;
  - *Use Specific Date* – Allows manual selection of Period Start and Period End dates or;
  - *Use dates in File* – Will defer to a Period Start and Period End date in the upload file (if present)
- 2 Click on **Select File to upload** which will allow you to browse your PC for the saved contribution file.
- 3 Once you are happy with date choice and file selection, click **Next**.

The screenshot shows the 'Select Pay Cycle' step in the Employer Portal. The breadcrumb trail at the top includes: Select Pay Cycle (active), Review File Mapping, Employer Matching Exceptions, Member Matching Exceptions, Validation Issues, Review, and Summary and Submit. The main content area has a heading 'We need to know how to set the contribution Start and End Dates:'. Below this, there is a dropdown menu set to 'Default Weekly Pay Cycle - weekly'. Two buttons, 'Previous Pay Cycle' and 'Current Pay Cycle', are visible. A message states: 'Current Pay Cycle selected. Start date is 31 Mar 2021, End date is 06 Apr 2021, number is 40, frequency is weekly.' Below this, there are three radio button options: 'Use specific dates' (selected), 'Use dates in File', and 'Use dates in File'. The 'Use specific dates' option has input fields for 'Period Start' and 'Period End'. At the bottom, there is a 'Select File to upload' button and a 'Next' button.

## Employer Matching Exception

If there is a mismatch between the ABN in the file and the ABN you are registered against, you will be prompted to select the correct employer. This will override the employer details in the file with those of the employer you are registered with.

## Select Employer

Once the correct employer has been selected, select **Apply All**. A pop up will ask you to **Confirm or Cancel**. To continue loading the file, select **Confirm**.

The screenshot shows the 'Employer Matching Exceptions' step in the Employer Portal. The breadcrumb trail at the top includes: Select Pay Cycle, Review File Mapping, Employer Matching Exceptions (active), Member Matching Exceptions, Validation Issues, Review, and Summary and Submit. The main content area has a heading 'Exceptions related to employer data will need to be resolved before continuing.' Below this, a message states: 'The following employer matching exceptions have occurred:'. A list of exceptions is shown, with one exception highlighted: 'No Employer Specified - Select the correct employer.' Below this, a message states: 'No employer specified. Please choose the correct employer from the dropdown list.' A dropdown menu is shown with the option 'Pick an employer' selected, and the dropdown list shows 'SuperChoice Pty Ltd [ ABN:78109509739 ]'. At the bottom, there is a 'Previous' button and a 'Next' button. A confirmation pop-up is visible on the right, asking 'Please confirm your selection' and 'Are you sure you would like to apply your selection to all items?'. The pop-up has 'Confirm' and 'Cancel' buttons. An 'Apply to All' button is also visible.

## Member Matching Exceptions

A member matching exception will occur when the database cannot create a member record based on the information in an upload, or there is a possible match with an existing member record. For example, the file may not contain the complete details for a members Self-Managed Super Fund. You will be prompted to **Create SMSF**.

Exceptions related to employee data will need to be resolved before continuing. Please expand each section to make the necessary amendments before proceeding.

John Smith — 432 — ZTEST PTY LTD [Remove](#) 1 Exception

Unrecognised SMSF [80719602354] - Select the correct fund.

We haven't been able to match the fund for this member. Following is the data we have found in the uploaded file:

Fund Name	The Self-Managed Super Fund	ESA	
ABN	80719602354	BSB No.	
USI		Account Name	
		Account No.	Self-Managed Fund

Please select whether this is a Fund or an SMSF:

☐ Fund ☒ SMSF

Pick the correct fund

[Create SMSF](#)

**Create SMSF:** enter all SMSF details and Save. This record is then verified with the ATO. The SMSF will need to be 'Compliant' to process Super payments.

## Validation Issues

The Validation Issues page will be displayed if there is data within a file that is not compliant to the SuperStream requirements and therefore fails validation. This screen will display a count of the errors and warnings that are present and the reason why it has failed validation.

**Errors:** You will not be permitted to submit a file with Error Validations. Errors will need to be corrected within the source payroll system or on screen prior to submitting.

**Warnings:** You will be permitted to submit a file with Warning validations.

All data matching exceptions have been resolved now, but we found the following validation issues:

John Smith DOB: ZTEST PTY LTD 1 Warning 1 Error

Member

Title	Mr	Given Name	John
Family Name	Smith	Gender	1
Address Code	RES	Address Line 1	352 Linden Plains Road
Suburb		Postcode	3004
State		Country	AU
E-mail		Phone	0800000123
Mobile		Payroll No.	P1234567
Birth Date		Status	ACTIVE

The Member Birth Date must be a valid date in the format yyyy-mm-dd. (MIG R Mem.0016)

Employment ☒ >

Contribution ☒ >

Employer ☒ >

Fund ☒ >

[Download](#) a csv file of the errors and warnings present in your upload file.

[Previous](#) [First](#) [Previous](#) [Next](#) [Last](#) [Download](#) [Next](#)

Errors and warnings can be resolved in the validation issue screen, downloaded in an error report to be worked on offline, or, by selecting the Next button these can resolve in the Review screen.



**Note:** The Download feature is most useful where there are a large number of validations which can be used to resolve the issues in their payroll system prior to re-uploading the contribution file with corrected data.

All data errors should be also fixed in the source payroll system to avoid having to do the fixes every time you upload a contribution file.

## Review

The Review screen will be the last stage that you can review the data that has been uploaded and fix any remaining errors and/or warnings.

Here is all your data for the final check before submitting it:

Show only: ☐ Rows with errors ☐ Rows with warnings ☐ Rows with changes

Action	Payroll No.	Family Name	Given Name	Birth Dt	Title	Suffix	Other Name	Gender	Address Code	Address Line 1	Address Line 2	Address Line 3	Address Line 4	Suburb	Postcode	State	Country	E-mail
672		Herring	Keegan	1985-05-04	MR			1	POS	3330 Scargill Road				Adelaide	5057	SA	AU	vulputate@Nuncsed.cm.e
12341234		Smith	Jason	1985-05-05	MR			1	RES	202 Lower Plenty Road				Melbourne	3084	VIC	AU	smart@ptv.vic.gov.au
P1234567		Smith	John	1985-05-05	MR			1	RES	202 Lower Plenty Road				Melbourne	3084	VIC	AU	smart@ptv.vic.gov.au

Totals:

Showing 1 to 3 of 3 entries

Show 10 entries

Previous 1 Next

Go Back Add Member Download Next

Filter rows to show records with Errors, Warnings or Changes.

Once all errors have been resolved the **Next** button will be enabled.

## Summary and Submit

The Summary and Submit screen will provide a fund breakdown of the submission, allow you to review the grand totals and confirm the payment summary details.

Employer: All Employers

Fund Breakdown


Fund Name	USI	No. Members	Amount \$
AMP Flexible Lifetime Super	AMP0195AU	1	0.00
Superannuation Fund	61919520879001	1	0.00
VicSuper FutureSaver	53226460365011	1	0.00
Grand Totals:		3	\$0.00

Previous 1 Next


Go Back Receipt Confirm and Send

Once submission and payment details have been confirmed, selecting **Confirm and Send** will submit the contribution.


# Manually key a contribution



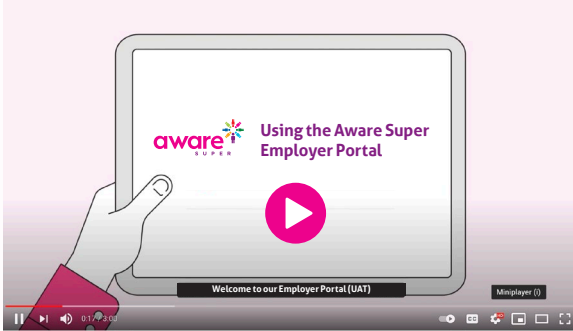
Clearing House



Dashboard



olton@aware.com.au



Welcome to our Employer Portal (UAT)

### Welcome to the Aware Super clearing house and STP service

Aware Super has grown to now including WA Super and VicSuper employers. We look for opportunities to leverage our strength and scale to delivery greater value for our members and our employers including our new Aware Super clearinghouse and STP service.

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Contributions User Guide

STP User Guide

### Superannuation

You can pay contributions for employees through a number of options:

Upload a new contribution file

Manually key a contribution

Create an ad hoc contribution

Reuse a previous contribution file

Submission History

Current

### Single Touch Payroll

Upload and view past Single Touch Payroll Pay Events:

Upload a new STP File

STP Submission History

### Maintenance

You can add users and maintain employer and user details:

Employer Details

User Details

Member Maintenance

Add Member

My Custodian

Select *Manually key a contribution*.

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Employer User Guide: Clearing House – Contributions

## Select Pay Cycle

- 1 Select Dates:
  - *Use Default Employer Pay Cycle* – This will default to the Pay Cycle if you have set one up in Employer Maintenance;  
or
  - *Use Specific Date* – Allows manual selection of Period Start and Period End dates
- 2 You can choose to enter a **New Filename** for the submission, then select **Next** to progress.

The screenshot shows the 'Select Pay Cycle' step in the Aware Super Employer Portal. The page has a header with the 'aware SUPER' logo and 'Employer Portal' text. A navigation bar at the top shows steps: Select Pay Cycle (active), Review File Mapping, Employer Matching Exceptions, Member Matching Exceptions, Validation Issues, Review, and Summary and Submit. The main content area is titled 'We need to know how to set the contribution Start and End Dates:'. It features a dropdown menu set to 'Default Schedule - weekly'. Below this are two buttons: 'Previous Pay Cycle' and 'Current Pay Cycle'. A message states: 'Current Pay Cycle selected. Start date is 29 Mar 2021, End date is 04 Apr 2021, number is 40, frequency is weekly.' There is a radio button for 'Use specific dates' with fields for 'Period Start' and 'Period End'. A 'New Filename' field is highlighted with a blue box, containing the text 'Data Entry File'. At the bottom right, there is a checkbox for 'Review File Mapping' and a 'Next' button.

## Review

The Review/Contribution Grid screen will display all associated member records for an employer, if the contribution contains a new member, you can manually create these by selecting **Add Member**. You can then enter the contribution amounts for each member by selecting the related contribution field.

Employer Portal

Navigation | olton@aware.com.au

Select Pay Cycle: Review File Mapping: Employer Matching Exceptions: Member Matching Exceptions: Validation Issues: **Review:** Summary and Submit:

Here is all your data for the final check before submitting it:

Filter: All Member Employment Contribution Employer Fund

Show only: ☐ Rows with errors ☐ Rows with warnings ☐ Rows with changes

Action	Payroll No.	Family Name	Given Name	Birth Dt	Pay Period Start Dt	Pay Period End Dt	Superannuation Guarantee \$	Productivity/Award \$	Personal \$	Salary Sac. \$	Voluntary \$	Spouse \$	Child \$	Other \$	Pre Tax \$	Post Tax \$
	5486426564	Hardford	Kathy	1976-05-04	2021-03-29	2021-04-04	100.00									
	23423	Smith	John	1990-05-12	2021-03-29	2021-04-04										
<b>Totals:</b>							0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Showing 1 to 2 of 2 entries

Show 10 entries

Previous 1 Next

Previous Add Member Download Next

Click into the contribution type field to manually enter an amount.

Once all amounts have been entered, selecting **Next** will take you to the **Summary and Submit** screen where you can review a fund breakdown of the submission, the grand totals and confirm the payment summary details.

Employer Portal

Navigation | olton@aware.com.au

Select Pay Cycle: Review File Mapping: Employer Matching Exceptions: Member Matching Exceptions: Validation Issues: **Review:** **Summary and Submit:**

Employer: All Employers

Fund Breakdown for Cycle 40 (Period 29 Mar 2021 to 04 Apr 2021)

Fund Name	USI	No. Members	Amount \$
LGS Accumulation Scheme	LGS0101AU	1	100.00
VicSuper FutureSaver	53226460365011	1	0.00
<b>Grand Totals:</b>		2	\$100.00

Previous 1 Next

Go Back Receipt Confirm and Send

Once submission and payment details have been confirmed, selecting **Confirm and Send** will submit the contribution.

# Member maintenance

The Member Maintenance function allows an employer to maintain their member/employee details.

This could include:

- a. Surname changes
- b. Address changes
- c. Change of Fund
- d. End of employment

The screenshot shows the 'aware SUPER Clearing House' employer portal. At the top, there's a navigation bar with the logo, a bell icon, a 'Dashboard' dropdown, and a user profile for 'olton@aware.com.au'. The main content area has a large video player on the left titled 'Using the Aware Super Employer Portal' and a welcome message on the right. Below the video player, there are links for 'Contributions User Guide' and 'STP User Guide'. The bottom section is divided into three columns: 'Superannuation', 'Single Touch Payroll', and 'Maintenance'. The 'Maintenance' column contains a list of options: 'Employer Details', 'User Details', 'Member Maintenance' (highlighted with a blue box and a callout), 'Add Member', and 'My Custodian'. A blue callout box with an arrow points to the 'Member Maintenance' option, containing the text: 'Select *Member Maintenance*.'

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- Reuse a previous contribution file
- Submission History
- Current

### Single Touch Payroll

Upload and view past Single Touch Payroll Pay Events:

- Upload a new STP File
- STP Submission History

### Maintenance

You can add users and maintain employer and user details:

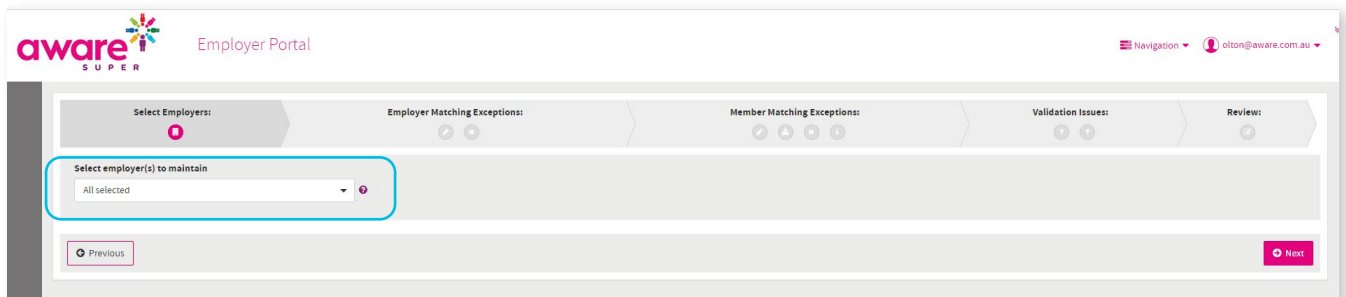
- Employer Details
- User Details
- Member Maintenance**
- Add Member
- My Custodian

Select *Member Maintenance*.

## Select Employers


If you have access to multiple employers, you will be requested to select the relevant employer record. You can select all employers you have access to and all members will be displayed in the Review screen.

Select one or all employers and select **Next**.

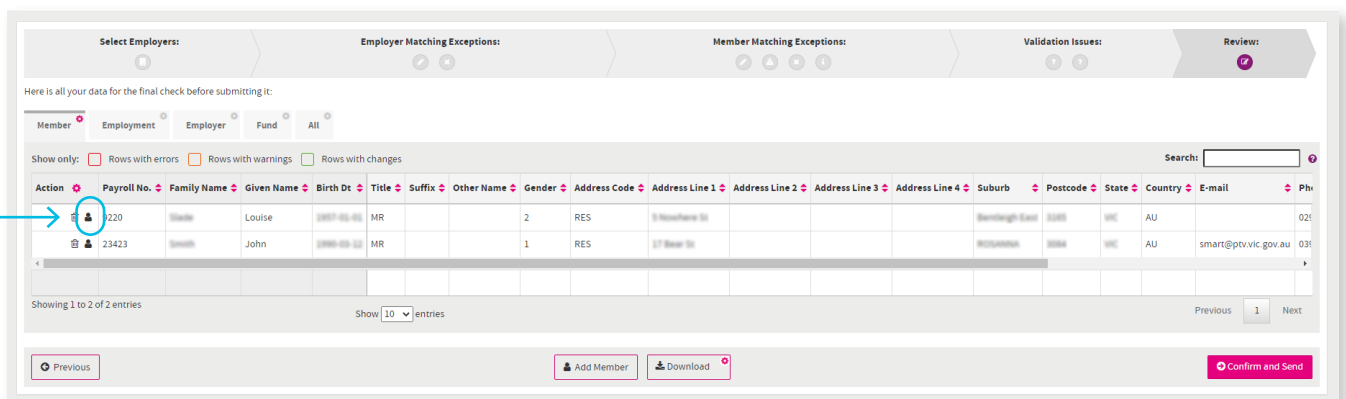


**Note:** If you have access to only one employer record, you will be directed straight to the Review screen.

## Review

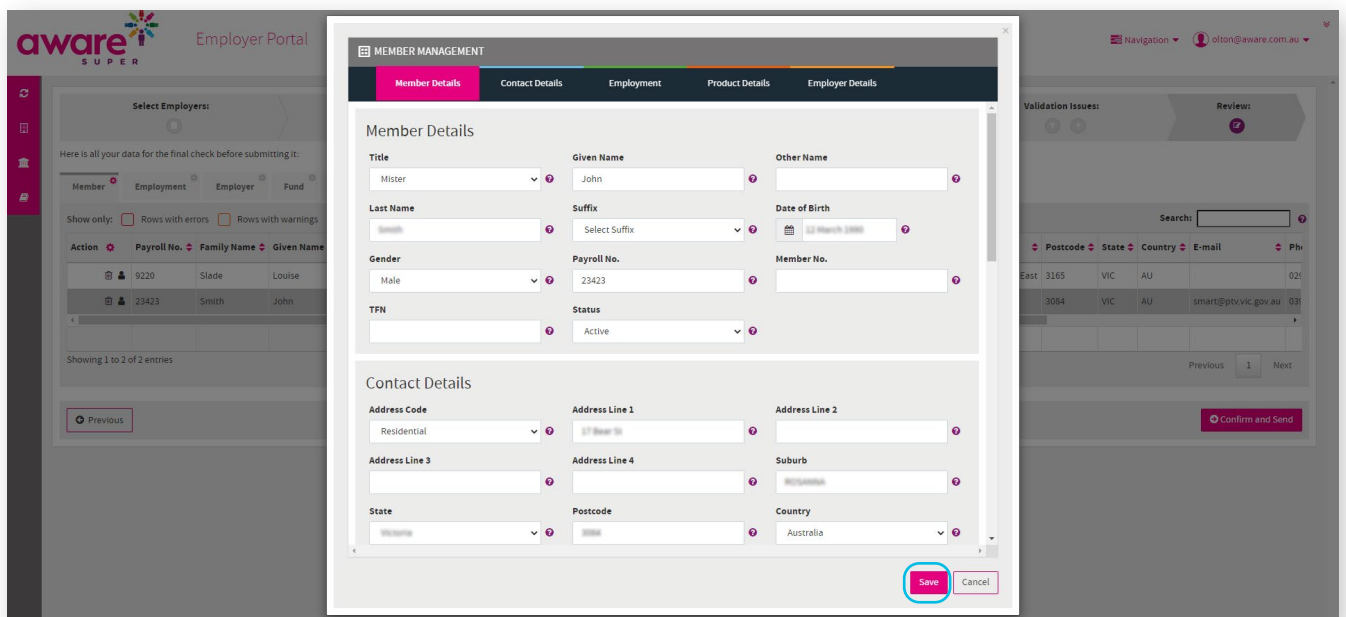
To edit a member's details, click on the person icon  under the Actions column.

Click on the person icon 




Action	Payroll No.	Family Name	Given Name	Birth Dt	Title	Suffix	Other Name	Gender	Address Code	Address Line 1	Address Line 2	Address Line 3	Address Line 4	Suburb	Postcode	State	Country	E-mail	Ph
	9220	Slade	Louise	1987-02-08	MR			2	RES	5 Newhere St				Bentleigh East	3185	VIC	AU		025
	23423	Smith	John	1980-09-12	MR			1	RES	17 Bear St				MOLLAH	3084	VIC	AU	smart@ptv.vic.gov.au	038

You will be presented with the Member Management screen. Here you can update the required details and select **Save**.



Member Details	Contact Details	Employment	Product Details	Employer Details
<b>Title</b> Mister <b>Given Name</b> John <b>Other Name</b> <b>Last Name</b> Smith <b>Suffix</b> Select Suffix <b>Date of Birth</b> 12 March 1980 <b>Gender</b> Male <b>Payroll No.</b> 23423 <b>Member No.</b> <b>TFN</b> <b>Status</b> Active	<b>Address Code</b> Residential <b>Address Line 1</b> 17 Bear St <b>Address Line 2</b> <b>Address Line 3</b> <b>Address Line 4</b> <b>Suburb</b> MOLLAH <b>State</b> Victoria <b>Postcode</b> 3084 <b>Country</b> Australia			

Once updated, you can view an audit of the change by clicking the  icon under the Actions column.  
This outlines the changes that have been made, by which user and the date the change was made.

AUDIT HISTORY

Search:


Field Name	Changed From	Changed To	Changed By	Date Changed
Family Name	Smith	Foot	olton@aware.com.au	15 Apr 2021, 1:37:52 pm
Family Name	SMITH	FOOT	olton@aware.com.au	15 Apr 2021, 1:37:52 pm

Showing 1 to 2 of 2 entries
Show 10 entries
Previous 1 Next

Close

## Review

Once you have made all the required changes, clicking **Confirm and Send** will update the database and send a Member Registration Request through to the super fund notifying them of this change.


Employer Portal

Navigation olton@aware.com.au

Select Employers: Employer Matching Exceptions: Member Matching Exceptions: Validation Issues: Review:

Here is all your data for the final check before submitting it:

Member Employment Employer Fund All

Show only: ☐ Rows with errors ☐ Rows with warnings ☐ Rows with changes

Action	Payroll No.	Family Name	Given Name	Birth Dt	Title	Suffix	Other Name	Gender	Address Code	Address Line 1	Address Line 2	Address Line 3	Address Line 4	Suburb	Postcode	State	Country	E-mail
	9220	Stade	Louise	1957-05-05	MR			2	RES	3 Newhere St				Bentleigh East	3205	VIC	AU	
	123123123	Foot	John	1985-05-05	MR			1	RES	202 Lower Plenty Road				MILLERSTON	3084	VIC	AU	smart@ptv.vic.gov.au

Showing 1 to 2 of 2 entries
Show 10 entries
Previous 1 Next

Previous

Add Member

Download

Confirm and Send

Once updates have been finalised, selecting **Confirm and Send** will submit the changes.

# Add member

Employers can add a member/employee prior to uploading or manually keying in a contribution.

The screenshot shows the Aware Super Clearing House Employer Portal. At the top, the logo 'aware SUPER' is next to 'Clearing House'. The top right shows a bell icon, a 'Dashboard' link, and a user profile for 'olton@aware.com.au'. Below the header is a large video player showing a hand holding a tablet with the text 'Using the Aware Super Employer Portal' and a play button. To the right of the video is a 'Welcome to the Aware Super clearing house and STP service' section. This section contains a paragraph about the service, a list of services provided (paying super, STP reporting, managing users, reporting), and links to resources and support. Below the welcome section are two buttons: 'Contributions User Guide' and 'STP User Guide'. The main content area is divided into three columns: 'Superannuation', 'Single Touch Payroll', and 'Maintenance'. The 'Maintenance' column contains a list of options: 'Employer Details', 'User Details', 'Member Maintenance', 'Add Member', and 'My Custodian'. A blue arrow points from a text box at the bottom to the 'Add Member' button. The text box says 'Select Add Member.'

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Dashboard olton@aware.com.au

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Upload and view past Single Touch Payroll Pay Events:

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- STP Submission History

### Maintenance

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- Employer Details
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- Member Maintenance
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Select Add Member.

The Add Member screen will be presented to allow you to add in the new member details.

If you do not provide all the mandatory information required, you will be presented with the relevant validation error and will not be able to submit until the error has been resolved.

## Review

Once you have made all the required changes, clicking **Confirm and Send** will add these records to the database and send a Member Registration Request through to the Super Fund notifying them of the new member.

Select **Add Member** to add any additional members.

Once all new members have been added, select **Confirm and Send** to submit.

## Submitted

Once you have submitted, you will receive a summary view of the submission you have made according to your payment method as shown below.

If you are set up for Direct Debit, the payment will occur automatically and there is no further action required.

The screenshot shows the 'Submitted' screen in the Clearing House system. The top navigation bar includes the 'aware SUPER' logo, 'Clearing House' text, and a user profile for 'simon.youn@aware.com.au'. Below the navigation bar is a breadcrumb trail: Dashboard > Submission History > STP Submission History > Contribution Reports > Upload a new contribution file > Upload a new STP file > Upload a new Member file > Maintain Users > My Custodian > Review Employees. The main content area features a progress bar with steps: Review Requests, Select Pay Cycle, Review File Mapping, Employer Matching Exceptions, Member Matching Exceptions, Validation Issues, Review, and Summary and Submit. The 'Summary and Submit' step is active. Below the progress bar is a 'Fund Breakdown' table for the period 29 Nov 2021 to 30 Nov 2021. The table has columns for Fund Name, USI, No. Members, and Amount. It shows one fund, 'VicSuper FutureSaver', with a USI of 53226460365011, 1 member, and an amount of \$10,000.00. Below the table is a 'Payment Summary' section. It includes a 'Payment Reference' field with the value '811961015520011412'. To the right, it lists 'For Employer' details: 'Employer Test 123' and 'ABN: 57147002887'. Further right, it lists 'Direct Debit' details: 'Account to be debited: BSB: 123456 A/c: 856412589'. At the bottom of the screen are three buttons: 'Go Back', 'Save and Hold', and 'Confirm and Send'.

Fund Name	USI	No. Members	Amount \$
VicSuper FutureSaver	53226460365011	1	10,000.00
Grand Totals:		1	\$10,000.00

Payment Summary

Payment Reference: 811961015520011412

For Employer: Employer Test 123, ABN: 57147002887

Direct Debit: Account to be debited: BSB: 123456 A/c: 856412589

Go Back Save and Hold Receipt Confirm and Send

If you are set up for Direct Credit, your payment details are located on this screen, as shown below:

The screenshot shows the 'Submitted' screen in the Clearing House system for a Direct Credit payment method. The layout is identical to the previous screenshot, but the 'Payment Summary' section is different. It includes the same 'Payment Reference' field with the value '812199823620011412'. The 'For Employer' details are 'Employer Test 1' and 'ABN: 54511646778'. The 'Direct Credit' details are 'Please pay to BSB: 012352 A/c: 836728894'. To the right of these details is a 'BPAY' logo and a box containing the text: 'Biller Code: 253070 Ref: 1002632899. Telephone & Internet Banking - Bpay®. Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au'. At the bottom of the screen are three buttons: 'Go Back', 'Save and Hold', and 'Confirm and Send'.

Fund Name	USI	No. Members	Amount \$
VicSuper FutureSaver	53226460365011	1	10,000.00
Grand Totals:		1	\$10,000.00

Payment Summary

Payment Reference: 812199823620011412

For Employer: Employer Test 1, ABN: 54511646778

Direct Credit: Please pay to BSB: 012352 A/c: 836728894

BPAY Biller Code: 253070 Ref: 1002632899. Telephone & Internet Banking - Bpay®. Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au

Go Back Save and Hold Receipt Confirm and Send

# Employer maintenance

Employer Maintenance allows you to update certain details about their business.

**aware SUPER Clearing House** Dashboard olton@aware.com.au

### Welcome to the Aware Super clearing house and STP service

Aware Super has grown to now including WA Super and VicSuper employers. We look for opportunities to leverage our strength and scale to delivery greater value for our members and our employers including our new Aware Super clearinghouse and STP service.

**Our clearing house service allows you to:**

- Pay your employee's super
- Send your STP reporting
- Manage your own users & employer ABNs
- Create powerful reporting to support your business needs.

**Resources & support**  
Employer User Guides and Resources for **VicSuper employers** can be found at the [VicSuper Learning Hub](#)  
For support, please contact the Employer Operations team 1300 878 737.

Employer User Guides and Resources for **Aware Super employers** can be found at the [Aware Super Learning Hub](#)  
For support, please contact the Employer Relations team 1300 118 632 or [employers@aware.com.au](mailto:employers@aware.com.au)

[Contributions User Guide](#) [STP User Guide](#)

### Superannuation

You can pay contributions for employees through a number of options:

- Upload a new contribution file
- Manually key a contribution
- Create an ad hoc contribution
- Reuse a previous contribution file
- Submission History
- Current

### Single Touch Payroll

Upload and view past Single Touch Payroll Pay Events:

- Upload a new STP File
- STP Submission History

### Maintenance

You can add users and maintain employer and user details:

- **Employer Details**
- User Details
- Member Maintenance
- Add Member
- My Custodian

Select *Employer Details*.

## Select Employer

The Employer Maintenance screen will show a list of employers that you have permission to access. There are a range of filters available to search for associated employer records, leaving these filters blank and selecting **Search** will provide a list of all employers.

You can select the employer record you wish to update.

The screenshot shows the 'Filter Employers' interface. It includes a sidebar with navigation options and a main area with a 'FILTER EMPLOYERS' section. Below this is a 'SELECT FROM LIST OF AVAILABLE EMPLOYERS' section showing a table with one entry: '2TEST PTY LTD'. A blue circle highlights the table header and the single entry row.

## Employer Maintenance

Depending on your access level, you can update business, contact and payment details, manage associated superannuation funds, schedule pay cycles, manage users and preferences.

You can move through the Employer Maintenance screens by navigating through the tabs.

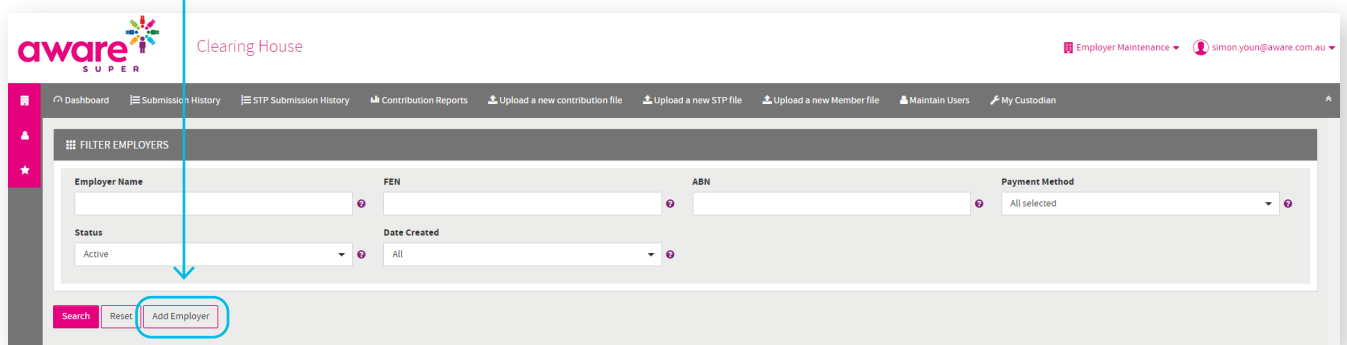
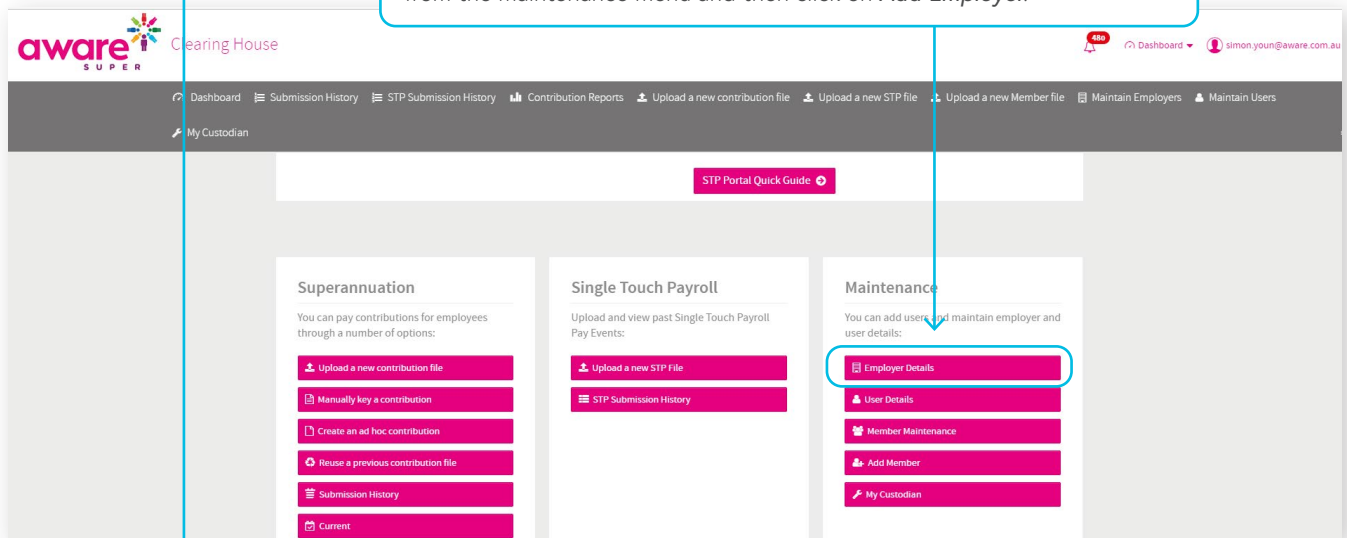
The screenshot shows the 'Employer Details' interface. It includes a sidebar with navigation options and a main area with a 'Employer Details' section. The 'Employer Details' section has a tabbed interface with tabs for 'Employer Details', 'Payment Details', 'Manage Funds', 'File Type and Template', 'Schedule Pay Cycles', and 'Users & User Groups'. A blue circle highlights the tabs, and a blue arrow points from the 'Employer Details' tab to the 'Employer Details' section.

Click **Save** to save any changes made to an employer's details.

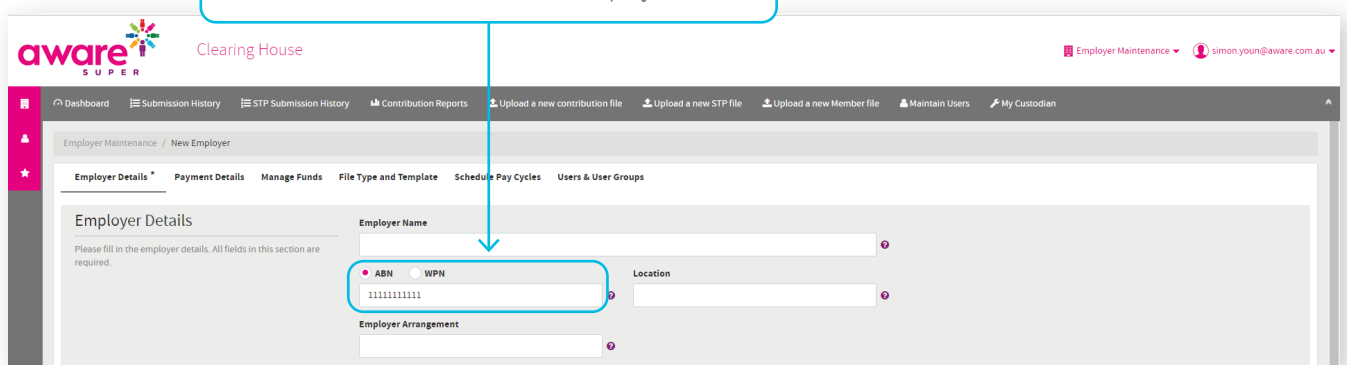
## Additional Employer ABNs

After you have registered your initial ABN, you can login to add your additional ABNs.

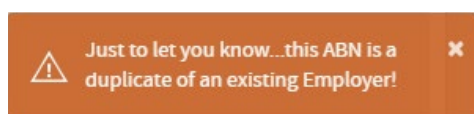
When you have logged into the clearing house, click on *Employer Details* from the maintenance menu and then click on *Add Employer*.



You'll need to enter the additional employer ABN.



If the ABN already exists in the clearing house when the additional ABN is entered, this popup message will appear in the corner of the screen:



You must call your Employer support team to complete the linkage of the additional employer ABN to your initial ABN.

- Aware Employers call 1300 118 632
- VicSuper Employers call 1300 878 737

If the additional ABN does not exist, continue and add *Employer name and Contact Details* for the employer.

The screenshot shows the 'Employer Details' form in the 'New Employer' section. The 'Employer Name' field is highlighted with a blue box and an arrow pointing to it from the text above. The form includes fields for 'ABN' (with a radio button for 'WPN'), 'Location', and a 'Save' button at the bottom.

Next, you'll need to choose a *Payment Method*.

The screenshot shows the 'Payment Details' form. The 'Payment Method' dropdown menu is highlighted with a blue box and an arrow pointing to it from the text above. The form includes fields for 'Account Number', 'Account Name', and a 'Save' button at the bottom.

You can choose from either direct debit or direct credit, or for easier straight through processing we do recommend the direct debit form of payment.

You'll need to provide the *BSB*, *Account Number* and *Account Name* for both your payment and your refund accounts.

The screenshot shows the 'Payment Details' form with the 'Payment Method' set to 'Direct Debit'. The 'Direct Debit Account' and 'Refund to Employer Bank Account' sections are highlighted with a blue box and an arrow pointing to them from the text above. Each section includes fields for 'BSB', 'Account Number', and 'Account Name', along with a 'Save' button at the bottom.

And for direct debit you'll need to *Accept the Terms and Conditions* or click on the *Download* button.

The screenshot shows the 'Refund to Employer Bank Account' form. The 'Download' button is highlighted with a blue box and an arrow pointing to it from the text above. The form includes fields for 'BSB', 'Account Number', and 'Account Name', along with a 'Save' button at the bottom.

If you have other users that require access to your new employer record, you will need to create those users and connect them to the new employer record.

# Maintain users

The User Details section allows you to update details about your user account, as well as set up new users if you have the appropriate level of access.

**aware SUPER Clearing House** Dashboard olton@aware.com.au

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### Maintenance

You can add users and maintain employer and user details:

- Employer Details
- User Details**
- Member Maintenance
- Add Member
- My Custodian

Select User Details.

## Manage Users

There are a range of filters available to search for associated user records, leaving these filters blank and selecting **Search** will provide a list of all related users.

You can update an existing user record by selecting the record from the list of related users.

Employer Portal

Employer Maintenance User Maintenance

FILTER USERS

User Id User Firstname User Lastname User Role

Status Last logged in Date Created

Search Reset Add User

SELECT FROM LIST OF AVAILABLE USERS

Showing 1 to 1 of 1 entries

User Id	First Name	Last Name	Email	Phone	User Role	Last Logged In	Date Created	Created By	Status
olton@aware.com.au	Ho-Jung	Test	simon.youn@aware.com.au		Employer Master User Full Service	Fri, 16 Apr 2021, 12:10	Sun, 04 Apr 2021, 12:07	Self Enrolment	Active

First Previous 1 Next Last

Update any required changes using the tabs at the top of the screen to navigate through each section. Select **Save** to save changes.

Employer Portal

Employer Maintenance User Maintenance

User Maintenance / testolton@aware.com.au

User Account Contact Details User Access Product Access Employer Access Preferences

User Details

Please fill in the user details. All fields in this section are required.

User Id testolton@aware.com.au

☐ This user will upload files using sFTP

User Firstname Olton User Lastname Test

Account Details

User account information for this user.

Status Active Last Logged In Never

Password reset required? No Last Updated Never

Number of invalid login attempts 0 - (maximum of 5) Date Created Wed, 21 Apr 2021, 12:34 by olton@aware.com.au

Deactivate User Reset Password

Select **Deactivate User** to deactivate the user. Note, user accounts cannot be deleted.

Select **Reset Password** to create a temporary password for the user.

## Create a New User

Depending on the level of access, new users can be created via the User Maintenance screen.

Employer Portal

Employer Maintenance User Maintenance

FILTER USERS

User Id User Firstname User Lastname User Role

Status Last logged in Date Created

Search Reset Add User

Select **Add User**.

## User Account

Enter in the following details:

**User ID:** Each user must have their own User ID. We suggest using the user's personal work email address to help them to remember it.

**First Name:** Enter in the user's first name.

**Surname:** Enter in the user's surname.

**User Role:** Select the appropriate user role.

The table below outlines the different levels of access that will be available to employer users. A User can have more than one user roles assigned to them i.e if a user requires access to submit contributions for read only access to STP you can assign them Contributions Master and STP Read Only.

	Capability	Cont and STP master	Cont Master	Cont clerical	Cont read-only
<b>Contributions</b>	View contributions	✓	✓	✓	✓
	Create new contributions	✓	✓	✓	
	Update contributions	✓	✓	✓	
	Delete contributions	✓	✓		
	Submit contributions	✓	✓		
<b>Employers</b>	View employers	✓	✓	✓	✓
	Update employer SMSFs	✓	✓	✓	
	Update employer bank accounts	✓	✓		
	Update employers	✓	✓		
	Create employers	✓	✓		
	Delete employers	✓	✓		
<b>Members</b>	View members	✓	✓	✓	✓
	Update members	✓	✓	✓	
	Create members	✓	✓	✓	
<b>User Accounts</b>	View user accounts	✓	✓	✓	✓
	Reset user account passwords	✓	✓	✓	
	Unlock user accounts	✓	✓		
	Update user accounts	✓	✓		
	Update user roles	✓			
	Create user accounts	✓			
	Delete user accounts	✓			
<b>STP</b>	View STP file submissions	✓			
	Upload STP files	✓			
	Submit STP files	✓			

	Capability	STP master	STP clerical	STP read-only
<b>Contributions</b>	View contributions			
	Create new contributions			
	Update contributions			
	Delete contributions			
	Submit contributions			
<b>Employers</b>	View employers	✓	✓	✓
	Update employer SMSFs			
	Update employer bank accounts	✓		
	Update employers	✓		
	Create employers			
	Delete employers	✓		
<b>Members</b>	View members			
	Update members			
	Create members			
<b>User Accounts</b>	View user accounts	✓	✓	✓
	Reset user account passwords	✓		
	Unlock user accounts	✓		
	Update user accounts	✓		
	Update user roles	✓		
	Create user accounts	✓		
	Delete user accounts	✓		
<b>STP</b>	View STP file submissions	✓	✓	✓
	Upload STP files	✓	✓	
	Submit STP files	✓		



**Note:** Selecting one of the STP user roles will prevent the user from accessing all contribution submission services.

The '*This user will self-manage their own private group of users*' checkbox, when enabled, will allow the newly created user to self-manage any users which they create. Any users which are created by that user will by default be assigned to that user. If this option is disabled, a higher-level user will need to manage these users. This checkbox is enabled by default.

## Contact Details

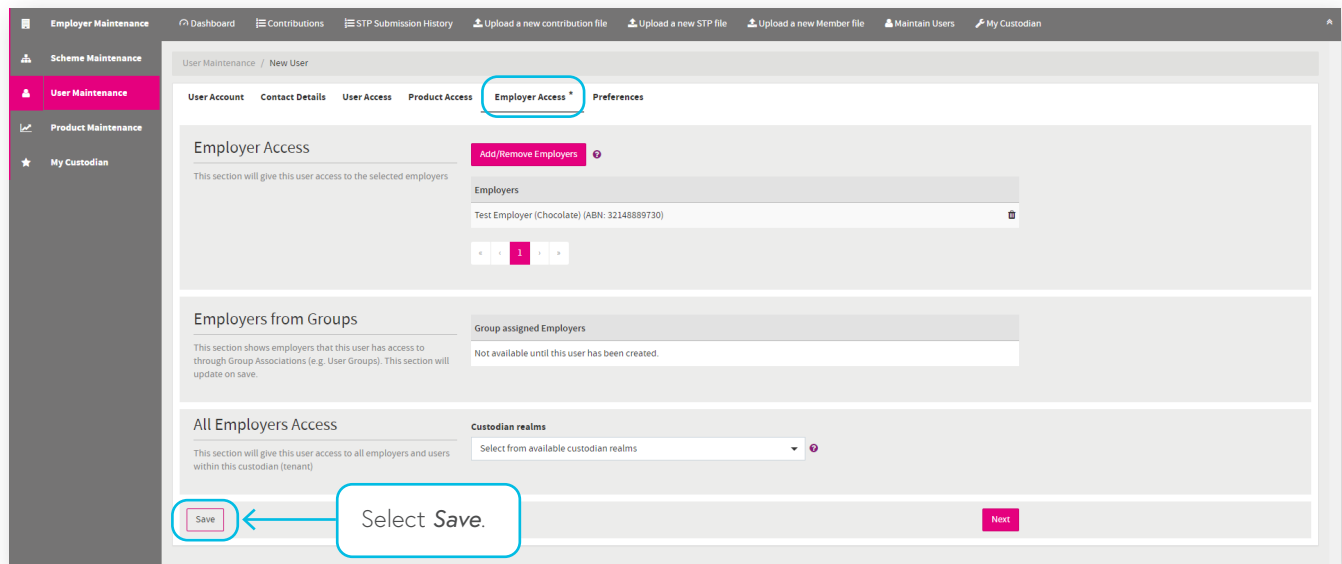
Enter the user contact details. The initial login password for the user will be sent to the email address entered in this screen.

## Employer Access

The Employer Access tab allows a user to be assign access to employers. Select **Add/Remove Employers** to display a list of the associated employers that a new user can be granted access to.

Select the employer and click on the > button to move the employer to the Selected Employers section. Select **Update**.

Once the required employers have been associated, within the Employer Access screen, scroll to the bottom of the screen and select **Save**. The new user will receive an email to complete their set up and set their password. The email will not contain their User Name, you will need to communicate this to them directly.



## Contact us

### Aware Super Employers

**Web** [aware.com.au/employer](http://aware.com.au/employer)

**Phone** 1300 118 632

**Email** [employers@aware.com.au](mailto:employers@aware.com.au)



### Important information

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