Australian Government
Australian Taxation Office

Super fund member reporting - user guide

Member Account Attribute Service (MAAS) & Member Account Transaction Service (MATS) reporting via the Business Portal

[CLASSIFICATION]
EXTERNAL V1.0 MAR 2019

Contents

About the form

What is the Super fund member reporting form?

The Super fund member reporting form is a Business Portal form that allows providers to meet their reporting obligations relating to:

- Member Account Attribute Service (MAAS) - for the reporting of member attributes for opened, updated or closed member accounts
- Member Account Transaction Service (MATS) - for the reporting of member contributions and transactions.

The Super fund member reporting form only supports single transaction reporting (that is, it does not support batch reporting) therefore is primarily for low volume reporting:

- for providers that are not SuperStream-enabled (or have certain super products that are not SuperStream-enabled)
- exception-based reporting (such as Downsizer contributions) for SuperStream enabled providers.

⚠ **Only transactions from 1 July 2018 should be reported** via the Super fund member reporting form. Earlier transactions should be reported through the member contributions statement.

Purpose of this guide

This user guide is intended as an instructional document that describes the functional use of the Super fund member reporting form - it does not outline your reporting obligations.

Your reporting obligations are specified in the following principal documents:

- Fund reporting protocol
- MAAS Business Implementation Guide
- MATS Business Implementation Guide

You should refer to these documents to determine how to correctly meet your MAAS and MATS reporting obligations before reporting via the Super fund member reporting form.

Before you start

Access

To access the Super fund member reporting form, you need to:

1. have Business Portal login credentials (for example, an AUSkey) - see Getting started on ato.gov.au

2. have the appropriate permission assigned to you in Access Manager - see *Access Manager permissions* below
3. login to the Business Portal at https://bp.ato.gov.au/.

Access Manager permissions

To access and use the Super fund member reporting form you **must have both** of the following permissions assigned to you:

- **Super – Member account services (View)** to see the form
- **Super – Member account services (Lodge and update)** to report via the form.

Note: You need **both** permissions to access the form and be able to submit.

- If you only have view access, you won't be able to submit any reports.
- If you only have lodge and update access, you won't be able to access the form at all.

Assigning permissions - step by step guide

Administrators can set permissions by following these steps.

1. Log in to Access Manager.
2. Select **Access and permissions** under the **My business** heading in the left-hand menu.
3. Select the name of the relevant user.
4. In the **Permissions table** under the **Business tab**, go to **ATO Services**.
5. Find **Super – Member account services (lodge and update)** and **Super - Member account services (View)**.
6. Click in the appropriate box/boxes (as outlined above at Access Manager Permissions) and select **Save**.

For more information, see Access Manager permissions for ATO and ABR online services on **ato.gov.au**.

Terms and conditions

By using the Super fund member reporting form, users acknowledge they are accepting the terms and conditions of use as outlined in the following documents:

- MAAS terms and conditions
- MATS terms and conditions
- Business Portal terms and conditions.

More information

The following resources are available on our website to assist you:

MAAS and MATS reporting help

- Fund reporting protocol for guidance to help you meet reporting obligations.
- MAAS Business Implementation Guide for information relating to the Member Details section including:
  - descriptions of member account fields (account attributes) and
  - ATO processing of account attributes.
- MATS Business Implementation Guide for information relating to the Transactions section including:
  - descriptions of transaction (contribution) types and
  - correction procedures (amend or cancel).
- Contact us for guidance on how to meet your reporting obligations (for technical issues, please see Business Portal help links below).

Business Portal help

- Business Portal for information about accessing the portal.
- Business Portal Help for the help files on the Business Portal.
- Using Access Manager for information on Access Manager and assigning permissions.
- Technical support for our online services.
- System maintenance and issues for scheduled outages and known system issues.
- Troubleshooting - portals includes help on general system issues and logging in.
- Contact us if you are still experiencing difficulty accessing or using our online services after checking the online help information.

How to report

The following pages outline how to:

- open a new member account
- view, edit and close a member account
- add, adjust or cancel a transaction.

All screenshots are indicative only and are subject to change.

Important notes on reporting

- **Only report transactions from 1 July 2018**
  Earlier transactions should be reported through the member contributions statement.

- **Do not duplicate reporting**
  - If you have submitted a MAAS or MATS request via SBR2 and have a technical receipt, you should wait until you receive the SBR2 business receipt and not submit that same transaction through the Business Portal.
  - Do not duplicate Transfer balance account report (TBAR) reporting.

- **Use unique USI and member account identifiers**
  You cannot have more than one open member account with the same member account identifier and unique superannuation identifier (USI).
  - If you try to open a new member account when an open account already exists for this member account identifier and USI, you will receive a *Member already exists* error.
  - If you need to transfer an account from Member A to Member B (eg reversionary) you will need to close Member A's account then open a new account for Member B.
- **Complete mandatory fields, and also any others you hold data for**
  Fields marked with an * are mandatory. Non-mandatory fields must be completed if you hold the information.
  - Example: Tax File Number (TFN) is not marked as mandatory however, you must report it if you hold it. That is, if a member (or employer) has provided a member TFN to you, you are required to report that, if no TFN has been provided this field should be left blank.

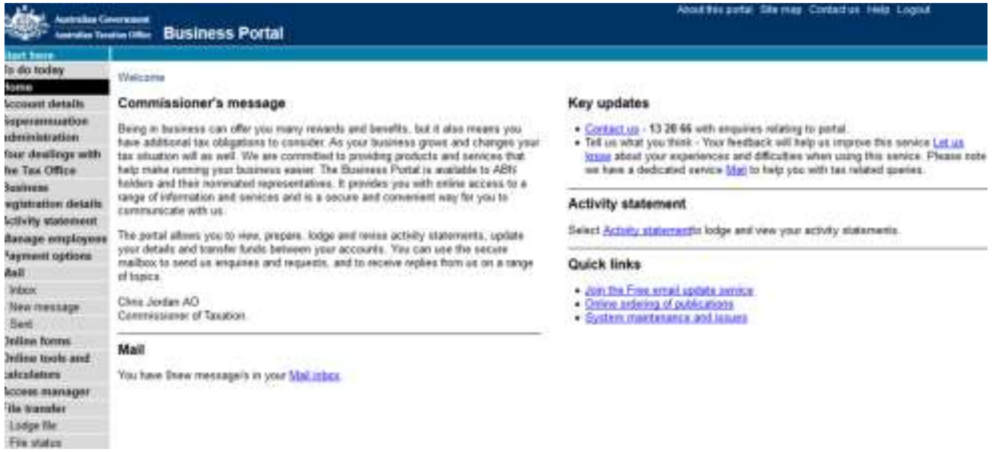
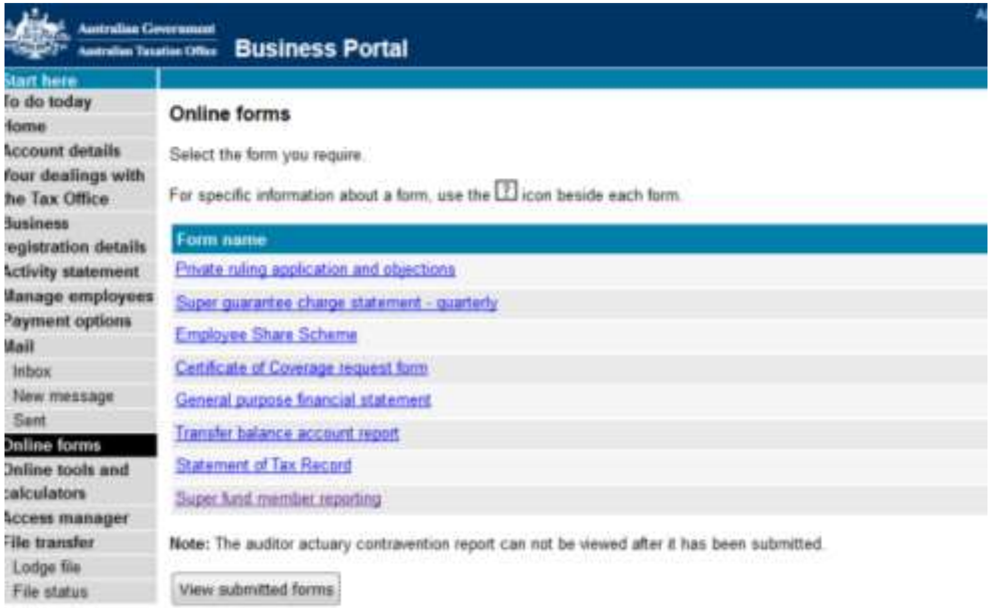
- **Ensure there is a member account for any transactions you report**
  A member account must be created for any member that you need to report a transaction for (that is, ensure a MAAS is reported for any MATS).
  - If the account has not been created you will receive a Member not found error. Note that newly opened accounts can take up to approximately ten minutes to process.
  - If the member is not found, any transactions that you report for that member will not be used in ATO processes and will not display to the member on ATO Online until you open an account for them.
  - The member details (name, date of birth, address) for a new transaction you report will be based on the latest member details you have reported for the member account. Ensure the member account details are up to date prior to reporting a transaction.

Alignment with SuperStream (SBR2) channel

The Super fund member reporting form has been developed to align with SuperStream (SBR2) MAAS and MATS reporting.

To provide clarification on specific scenarios we have outlined examples of interactions and how they are processed at Appendix - scenarios.

Navigate to the form

Action	**Details**
1. Login to the Business Portal at https://bp.ato.gov.au/ 2. Select Online forms in the left-hand menu	
3. Select **Super fund member reporting** in the list of forms	

Commissioner's message

Being in business can offer you many rewards and benefits, but it also means you have additional tax obligations to consider. As your business grows and changes your tax situation will as well. We are committed to providing products and services that help make running your business easier. The Business Portal is available to ABN holders and their nominated representatives. It provides you with online access to a range of information and services and is a secure and convenient way for you to communicate with us.

The portal allows you to view, prepare, lodge and revise activity statements, update your details and transfer funds between your accounts. You can use the secure mailbox to send us enquiries and requests, and to receive replies from us on a range of topics.

Chris Jordan AO
Commissioner of Taxation

Mail

You have 0new message/s in your Mail inbox.

Key updates

- Contact us - 13 28 66 with enquiries relating to portal.
- Tell us what you think - Your feedback will help us improve this service Let us know about your experiences and difficulties when using this service. Please note we have a dedicated service Mail to help you with tax related queries.

Activity statement

Select Activity statementto lodge and view your activity statements.

Quick links

- Join the Free email update service
- Online ordering of publications
- System maintenance and issues

Online forms

Select the form you require.

For specific information about a form, use the ? icon beside each form.

Form name
Private ruling application and objections
Super guarantee charge statement - quarterly
Employee Share Scheme
Certificate of Coverage request form
General purpose financial statement
Transfer balance account report
Statement of Tax Record
Super fund member reporting

Note: The auditor actuary contravention report can not be viewed after it has been submitted.

Open a new member account

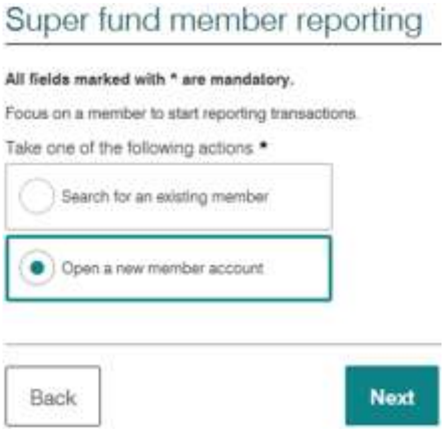
> **Enter the member account identifier and unique superannuation identifier (USI) accurately**
> If you submit incorrect identifiers, you will not be able to update them later - rather you will need to close the account and open a new member account with the correct identifiers.

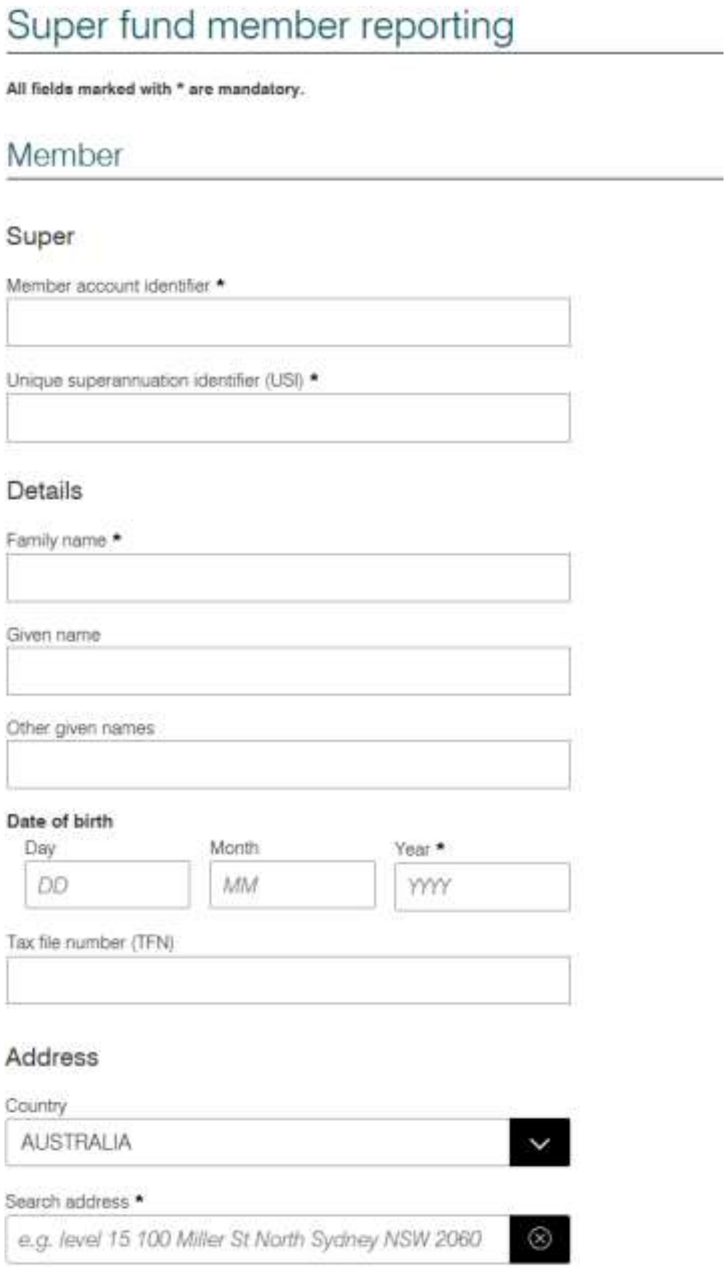
> **Enter account status date as the date the member joined your fund**
> When you open a new account, the account status date should be the date the member joined your fund.

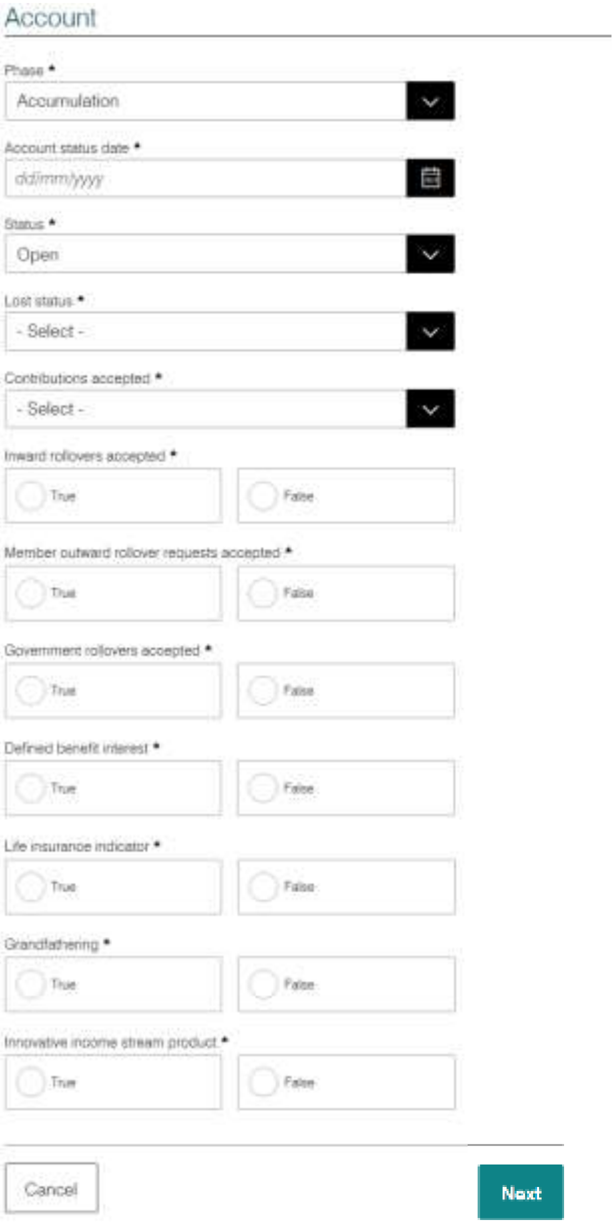
> **You can't open an account if one already exists for that member account identifier and USI**
> You will receive a Member already exists response if you try to open a new member account when an open account already exists for the same member account identifier and Unique Superannuation Identifier (USI) combination.

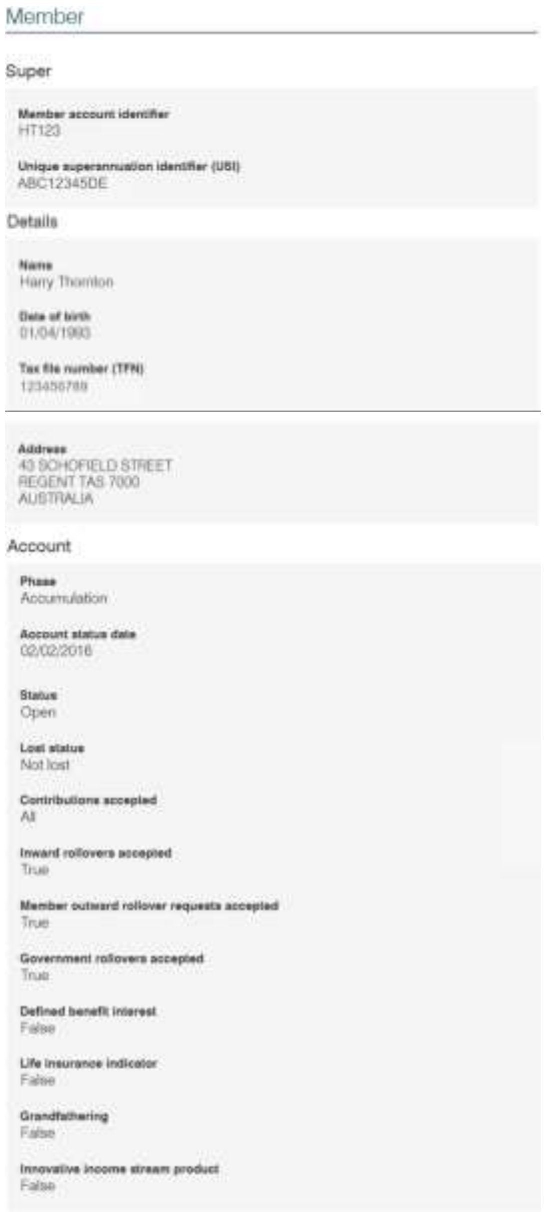
> **Select the correct indicator values**
> Ensure that you select the correct indicator values in all true/false and drop-down menu fields – this data can impact how an account displays to a member on ATO Online and can restrict how the ATO or a member can interact with the account. For further details on how to complete these fields, refer to:
> - MAAS Business Implementation Guide
> - Fund reporting protocol

Important: check for alerts after opening a new member account. Alerts will indicate to you whether there is any follow-up action required (and in some cases provide TFN matching responses) – see Alerts.

Action	Details
1. Select Open a new member account 2. Select Next	Super fund member reporting All fields marked with * are mandatory. Focus on a member to start reporting transactions. Take one of the following actions * ○ Search for an existing member ● Open a new member account

Action	Details
3. Enter the member details (see Appendix 3: Super fund member reporting fields for details of required fields)	 Super fund member reporting All fields marked with * are mandatory. Member Super Member account identifier * Unique superannuation identifier (USI) * Details Family name * Given name Other given names Date of birth Day DD Month MM Year * YYYY Tax file number (TFN) Address Country AUSTRALIA Search address * e.g. level 15 100 Miller St North Sydney NSW 2060

Action	Details
4. Select the Phase from the dropdown menu 5. Enter the Account status date as the date the member joined the fund 6. Select the Status from the dropdown menu 7. Select the Lost status from the dropdown menu 8. Select the Contributions accepted from the dropdown menu 9. Select True or False at each of the following: – Inward rollovers accepted – Member outward rollovers accepted – Government rollovers accepted – Defined benefit interest – Life insurance indicator – Grandfathering – Innovative income stream product 10. Select Next	 Account Phase * Accumulation Account status date * dd/mm/yyyy Status * Open Lost status * - Select - Contributions accepted * - Select - Inward rollovers accepted * ○ True ○ False Member outward rollover requests accepted * ○ True ○ False Government rollovers accepted * ○ True ○ False Defined benefit interest * ○ True ○ False Life insurance indicator * ○ True ○ False Grandfathering * ○ True ○ False Innovative income stream product * ○ True ○ False Cancel Next

Action	Details
11. Review details on the summary screen to ensure information is correct. If you need to change any of the fields, select back to re-enter them.	

Member

Super

Member account identifier
HT123

Unique superannuation identifier (USI)
ABC12345DE

Details

Name
Harry Thornton

Date of birth
01/04/1993

Tax file number (TFN)
123456789

Address
43 SCHOFIELD STREET
REGENT TAS 7000
AUSTRALIA

Account

Phase
Accumulation

Account status date
02/02/2016

Status
Open

Lost status
Not lost

Contributions accepted
All

Inward rollovers accepted
True

Member outward rollover requests accepted
True

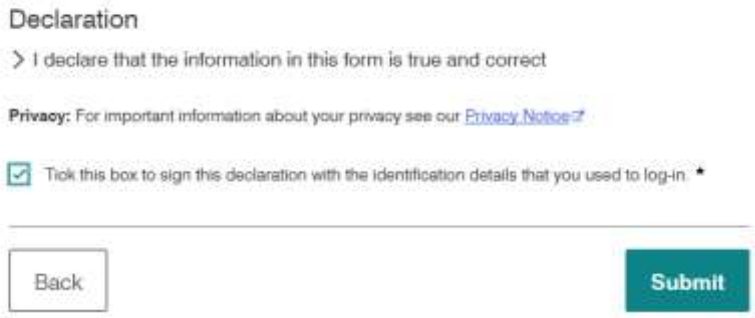
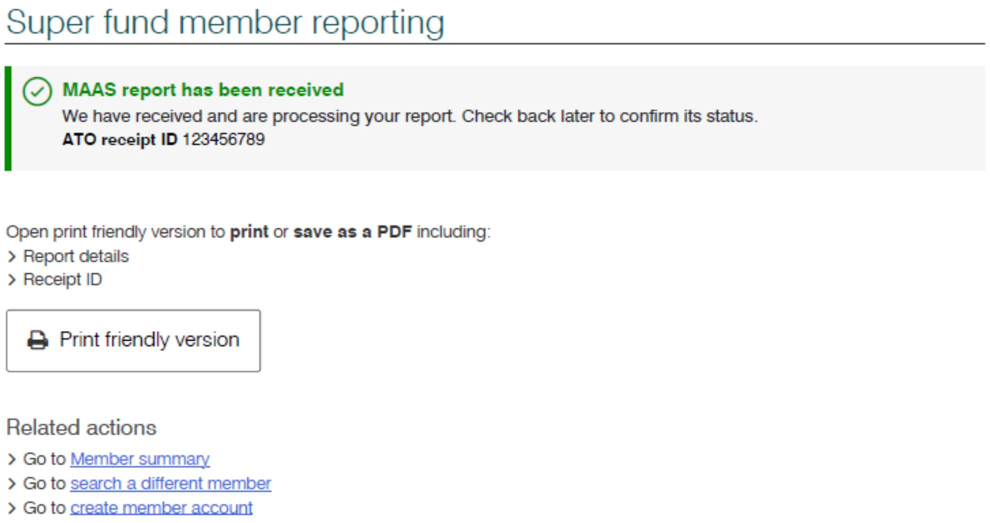
Government rollovers accepted
True

Defined benefit interest
False

Life insurance indicator
False

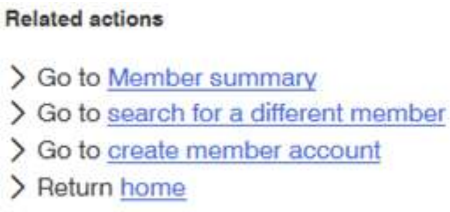
Grandfathering
False

Innovative income stream product
False

Action	Details
12. Complete the Declaration then select Submit	 Declaration I declare that the information in this form is true and correct **Privacy:** For important information about your privacy see our Privacy Notice ☑ Tick this box to sign this declaration with the identification details that you used to log-in. * Back Submit
13. To print or save a PDF for your records select Print friendly version	 Super fund member reporting **MAAS report has been received** We have received and are processing your report. Check back later to confirm its status. **ATO receipt ID** 123456789 Open print friendly version to **print** or **save as a PDF** including: Report details Receipt ID Print friendly version Related actions Go to Member summary Go to search a different member Go to create member account

Check for alerts on the member summary screen

It is important that you check for any alerts after opening any new member account. These alerts will indicate to you whether there is any follow-up action required in relation to the member account. They will also provide TFN matching responses for certain providers (more details at Alerts).

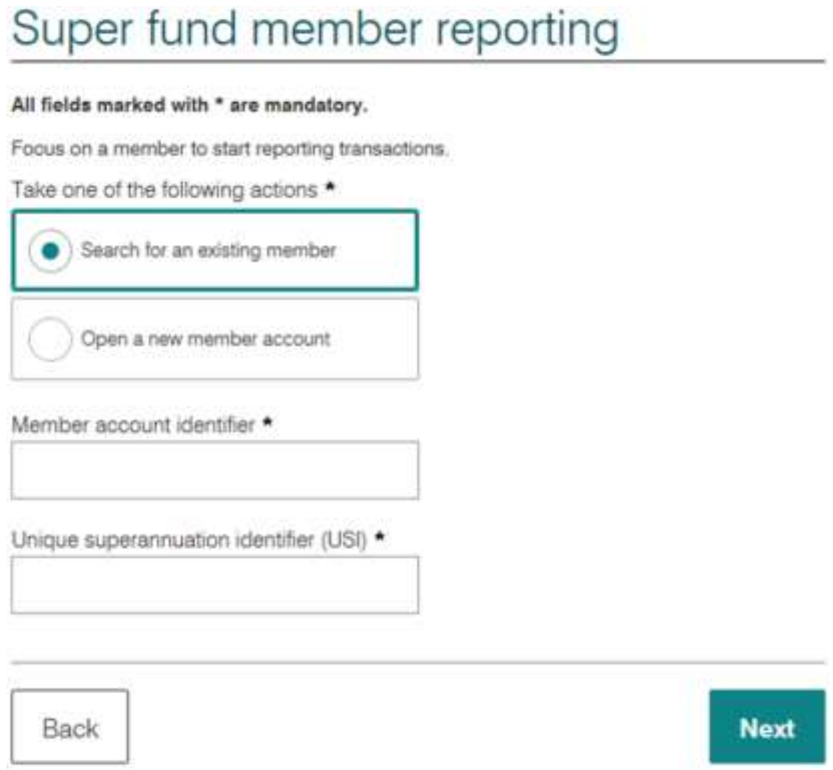
Action	Details
1. Select *Go to Member summary* under *Related actions* (or follow the steps at View member summary) to get to the Member summary screen. 2. If you see an alert on the Member summary screen, refer to Alerts to find out what you need to do.	 **Related actions** › Go to Member summary › Go to search for a different member › Go to create member account › Return home

> **Processing may take up to 10 minutes**
The new member account may take up to 10 minutes to process before it is displayed. If it is not displayed, try again later.

> **You can report transactions for the member while the account is processing**
However, until your request to open the account is processed:

- an account will not display to the member on ATO Online
- any transactions you report for this member will not be used in ATO processes (for example, calculation of super entitlements) and will not display to the member on ATO Online.

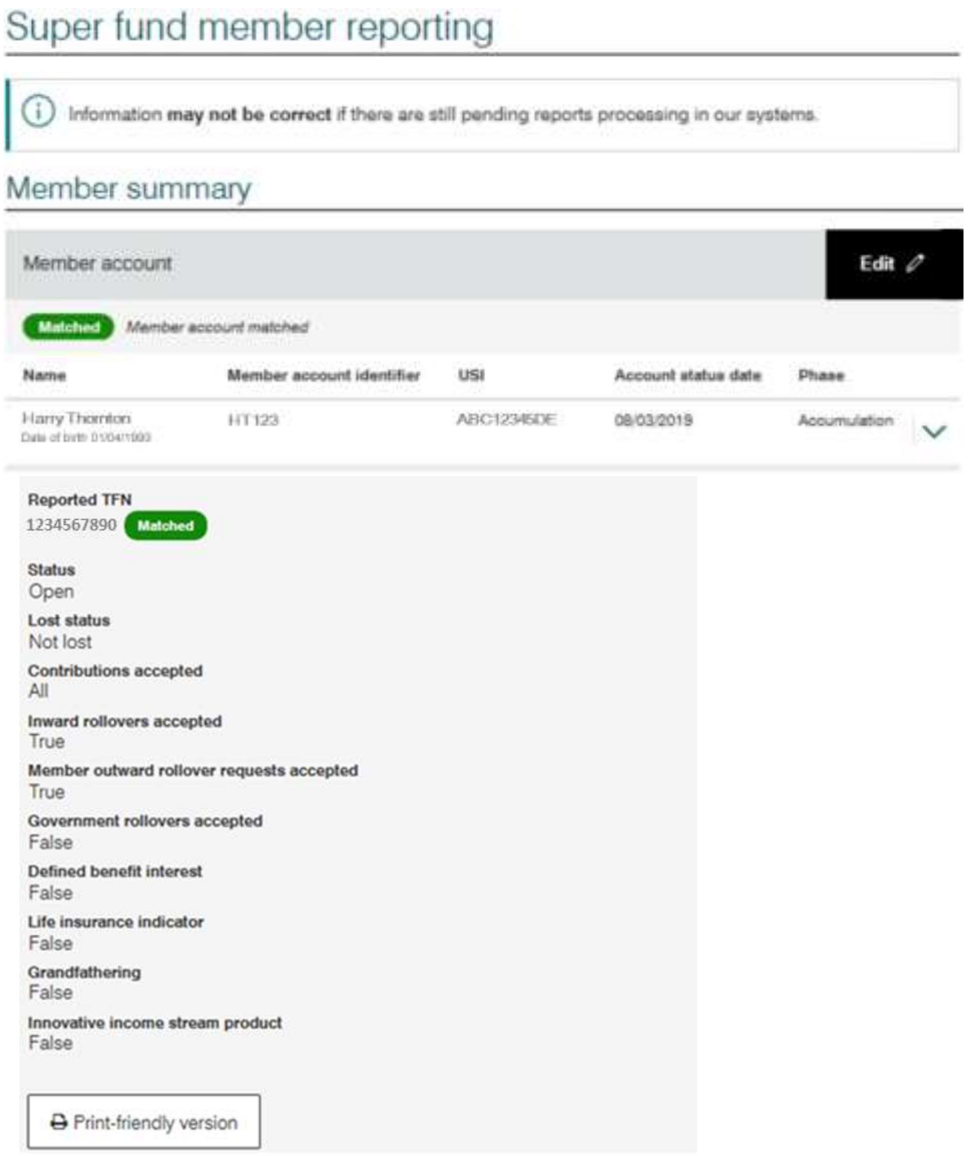
View member summary

Action	Details
1. Select Search for an existing member 2. Enter the Member account identifier 3. Enter the Unique superannuation identifier (USI) 4. Select Next	 Super fund member reporting **All fields marked with * are mandatory.** Focus on a member to start reporting transactions. Take one of the following actions * ● Search for an existing member ○ Open a new member account Member account identifier * Unique superannuation identifier (USI) *

> **Processing may take up to 10 minutes**
If you recently opened a new member account and it is not found in the search results, it may not have processed yet. A new member account may take up to 10 minutes to process before it is displayed. Try again later.

> **You can report transactions for the member while the account is processing.**
However, until your request to open the account is processed:

- an account will not display to the member on ATO Online.
- any transactions you report for this member will not be used in ATO processes (for example, calculation of super entitlements) and will not display to the member on ATO Online.

Action	Details
5. The member summary screen allows you to: > view the most recent member account that has been processed for the member > view [alerts](#) associated with the most recent member account that has been processed for the member > edit the member account 6. Expand the Member account to see more details for the account by clicking ⌄ . 7. Use the Print-friendly version to print a copy of the member account (including the alert).	

Super fund member reporting

ⓘ Information **may not be correct** if there are still pending reports processing in our systems.

Member summary

Member account

Matched *Member account matched*

Name	Member account identifier	USI	Account status date	Phase
Harry Thornton Date of birth 01/04/1993	HT123	ABC12345DE	08/03/2019	Accumulation

Reported TFN
1234567890 Matched

Status
Open

Lost status
Not lost

Contributions accepted
All

Inward rollovers accepted
True

Member outward rollover requests accepted
True

Government rollovers accepted
False

Defined benefit interest
False

Life insurance indicator
False

Grandfathering
False

Innovative income stream product
False

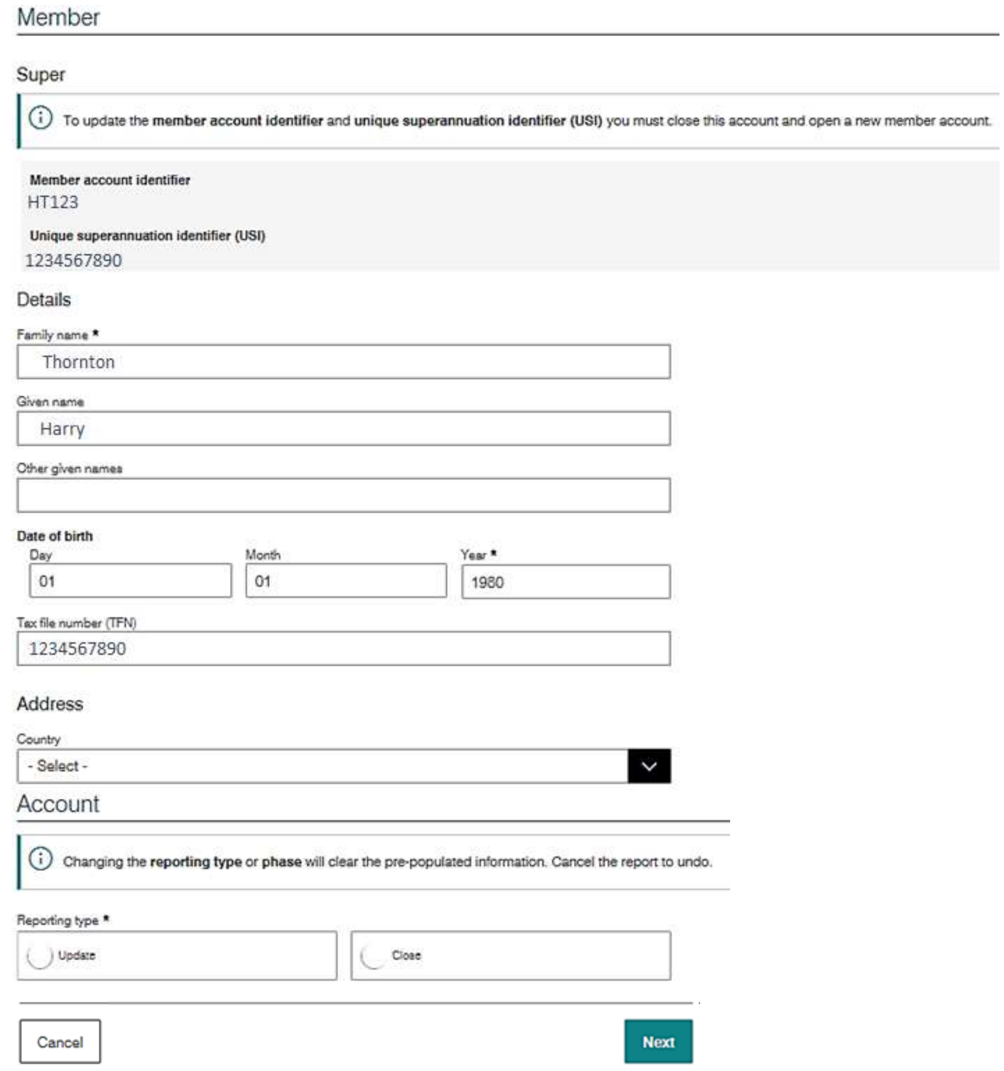
Action	Details
On the Member summary screen at Transactions you can: > add a new transaction > view transactions that your fund has reported for a member account and adjust or cancel them > filter to search for a transaction or refine the displayed transactions > cancel a transaction manually.	

Processed date	Transaction date	Fund transaction ID	Description	Amount		
18/03/2019	01/03/2019	SG123456	Employer superannuation guarantee contributions	$250.00	Adjust	Cancel
18/03/2019	18/03/2019	SG123457	Employer superannuation guarantee contributions	$1,000.00	Adjust	Cancel
08/03/2019	07/03/2019	BAL12345	Member contributions balance amounts	$100.00	Adjust	Cancel

Edit a member account

- **You cannot edit a Member account identifier or Unique Superannuation Identifier (USI).**
  If you need to change one or both of these, you will need to close the member account and open a new account with the correct details.
- **Select the correct indicator values**
  Ensure that you select the correct indicator values in all true/false and drop-down menu fields – this data can impact how an account displays to a member on ATO Online and can restrict how the ATO or a member can interact with the account. For further details on how to complete these fields, refer to:
  - MAAS Business Implementation Guide
  - Fund reporting protocol

Action	Details
1. Go to the member summary screen 2. Select Edit	 Member summary Member account Matched *Member account matched* Name: Harry Thornton, Date of birth 01/04/1993 Member account identifier: HT123 USI: ABC12345DE Account status date: 08/03/2019 Phase: Accumulation

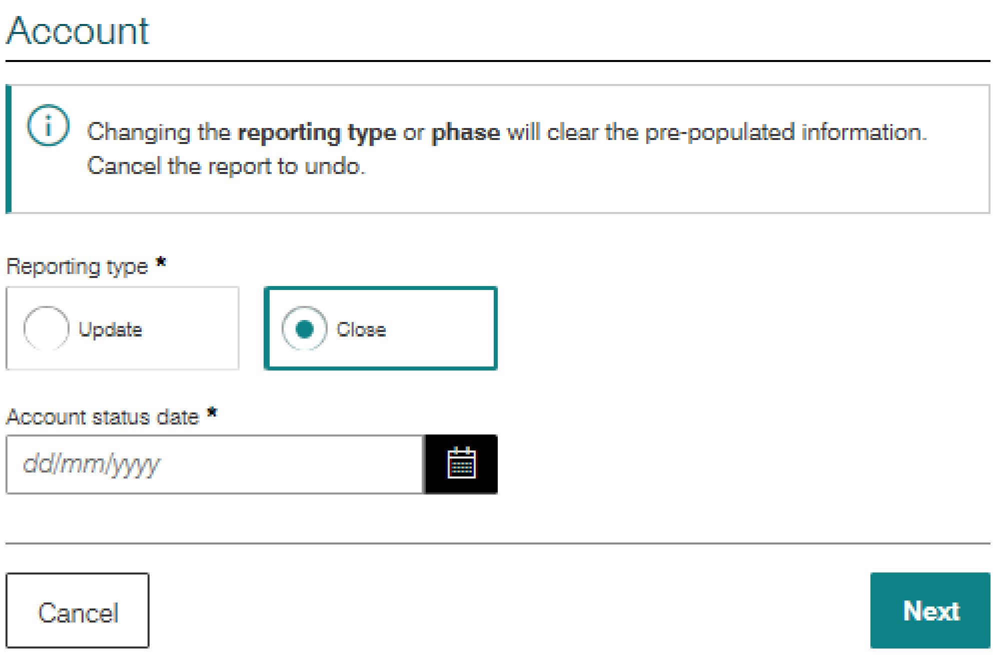
Action	Details
3. Change the details as required (see [Appendix 3: Super fund member reporting fields]() for details of required fields) 4. Select Next 5. Follow the prompts to submit and print or save a copy.	 Member Super ⓘ To update the **member account identifier** and **unique superannuation identifier (USI)** you must close this account and open a new member account. **Member account identifier** HT123 **Unique superannuation identifier (USI)** 1234567890 Details Family name * Thornton Given name Harry Other given names **Date of birth** Day: 01 Month: 01 Year *: 1980 Tax file number (TFN) 1234567890 Address Country - Select - Account ⓘ Changing the **reporting type** or **phase** will clear the pre-populated information. Cancel the report to undo. Reporting type * ○ Update ○ Close

Close a member account

Action

1. Follow steps 1-3 at [Edit a member account]
2. Select the Reporting type as Close
3. Enter the Account status date
4. Select Next
5. Follow the prompts to submit and print or save a copy.

Details



Account

Changing the **reporting type** or **phase** will clear the pre-populated information. Cancel the report to undo.

Reporting type *

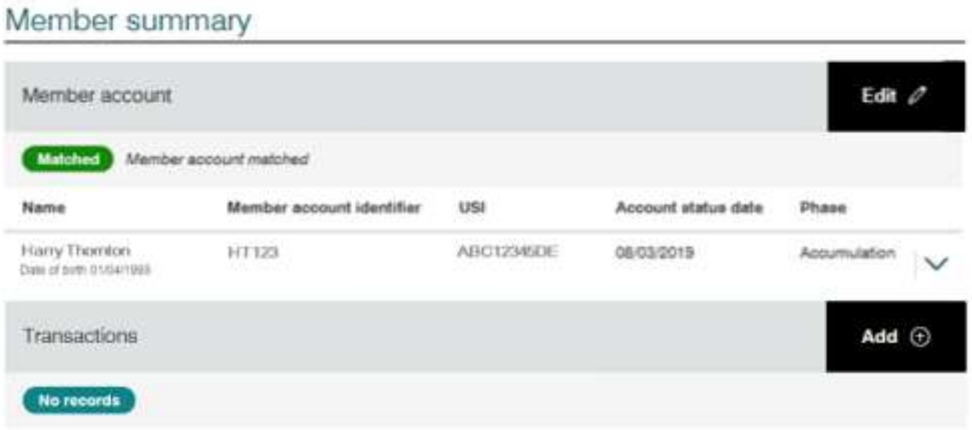
○ Update ● Close

Account status date *

dd/mm/yyyy

Report a transaction

- **Ensure the member account details are up to date**
  The member details (name, date of birth, address) for a new transaction you report will be based on the latest member details you have reported for the member account.
- **Enter Employer information and Employee information correctly**
  When adding a transaction with a transaction type of Employer contributions, enter the Employer information and Employee information correctly as you cannot adjust them. If you make a mistake and need to correct this information you will need to cancel the original and report a new transaction.

Action	**Details**
1. Go to the member summary screen 2. Select Add	

Member summary

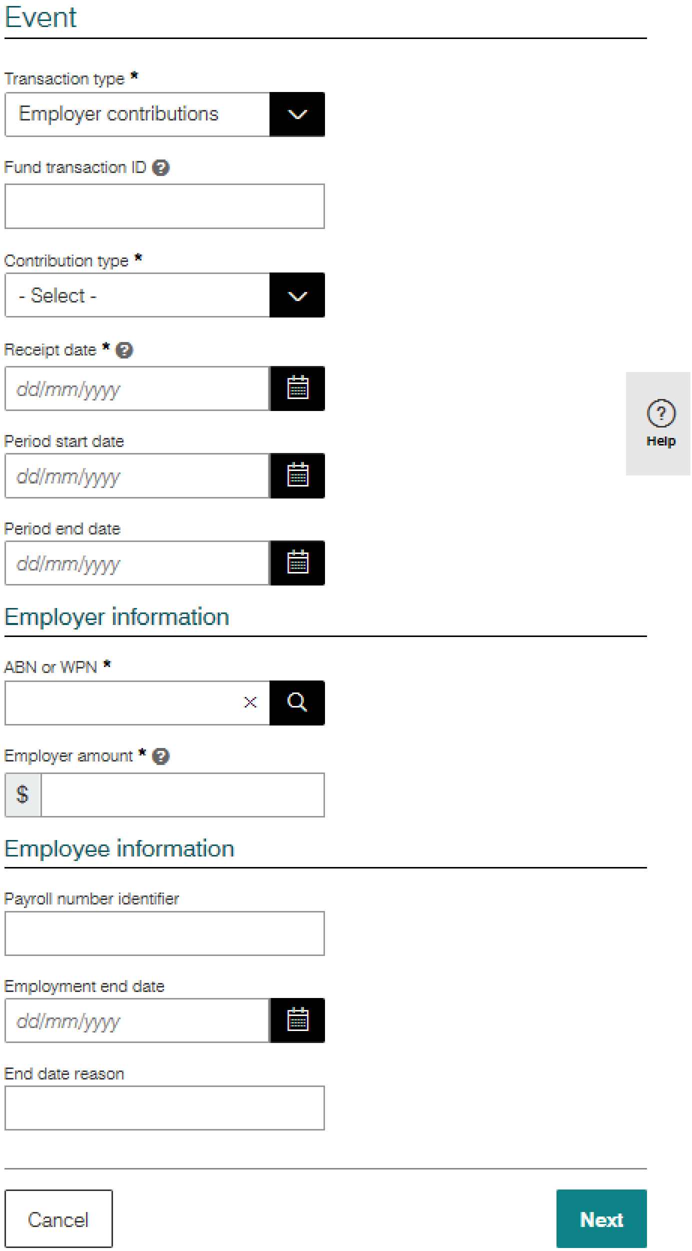
Member account

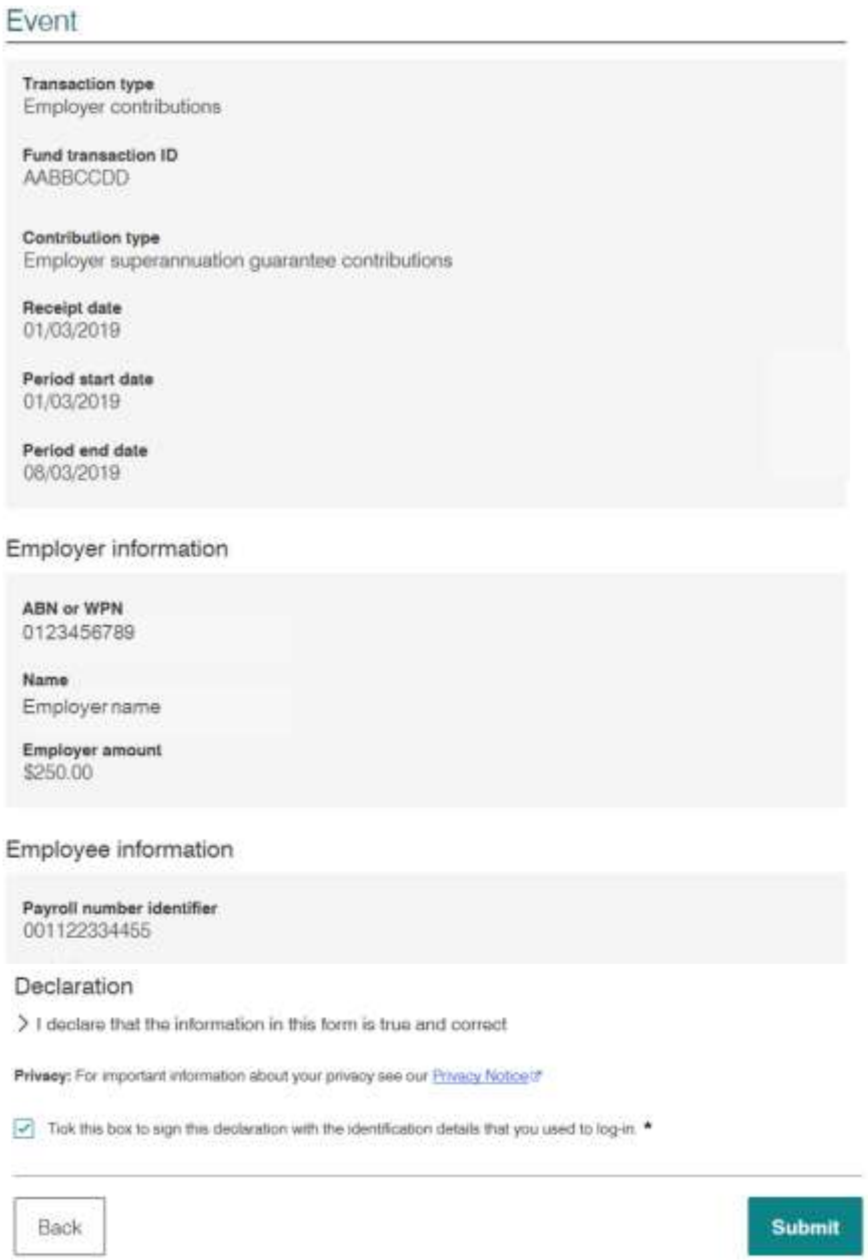
Matched *Member account matched*

Name	Member account identifier	USI	Account status date	Phase
Harry Thornton Date of birth 01/04/1993	HT123	ABC12345DE	08/03/2019	Accumulation

Transactions

No records

Action	Details
3. Enter the details for the transaction (see [Appendix 3: Super fund member reporting fields](#) for details of required fields) 4. Select Next	 Transaction type * Employer contributions Contribution type * - Select -

Action	**Details**
5. Review the form to ensure the information is correct 6. Complete the declaration 7. Submit 8. Save or print a copy for your records	

Event

Transaction type
Employer contributions

Fund transaction ID
AABBCCDD

Contribution type
Employer superannuation guarantee contributions

Receipt date
01/03/2019

Period start date
01/03/2019

Period end date
08/03/2019

Employer information

ABN or WPN
0123456789

Name
Employer name

Employer amount
$250.00

Employee information

Payroll number identifier
001122334455

Declaration

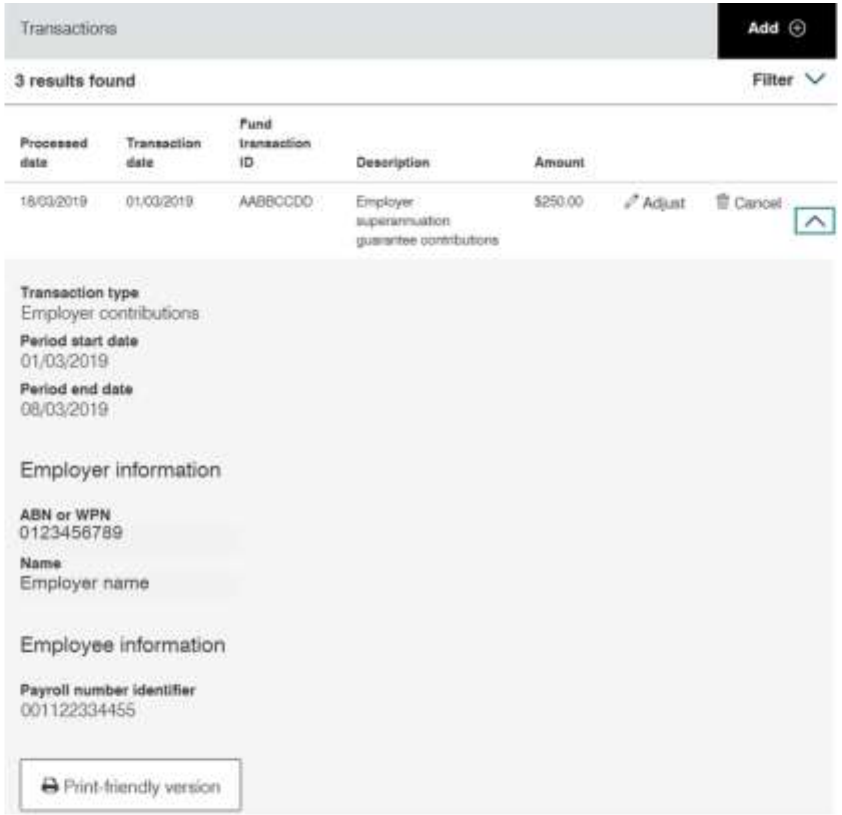
> I declare that the information in this form is true and correct

Privacy: For important information about your privacy see our Privacy Notice

☑ Tick this box to sign this declaration with the identification details that you used to log-in. *

View transactions

- **Use Filter to search for a transaction**
  A maximum of 10 transactions will display at one time. You will need to use Filter if you need to search for a transaction.
- **Most transactions displayed will also display to the member via ATO online**
  The transactions displayed here will display the same to the member on ATO online (once ATO online is updated).
  - An exception is where more than one Member contribution balance amount has been reported for a financial year.
    Only the balance amount with the latest timestamp (either an original or adjustment) will display to the member (while you will see all balances you have reported).
- **SBR2 and Business Portal transactions will display**
  Transactions you have reported for a member account via both SuperStream (SBR2) and the Business Portal will display.

Action	Details
1. Go to the member summary screen 2. Expand a transaction to see more details by clicking ⌄ on the transaction	

3 results found

Processed date	Transaction date	Fund transaction ID	Description	Amount
18/03/2019	01/03/2019	AABBCCDD	Employer superannuation guarantee contributions	$250.00

Transaction type
Employer contributions
Period start date
01/03/2019
Period end date
08/03/2019

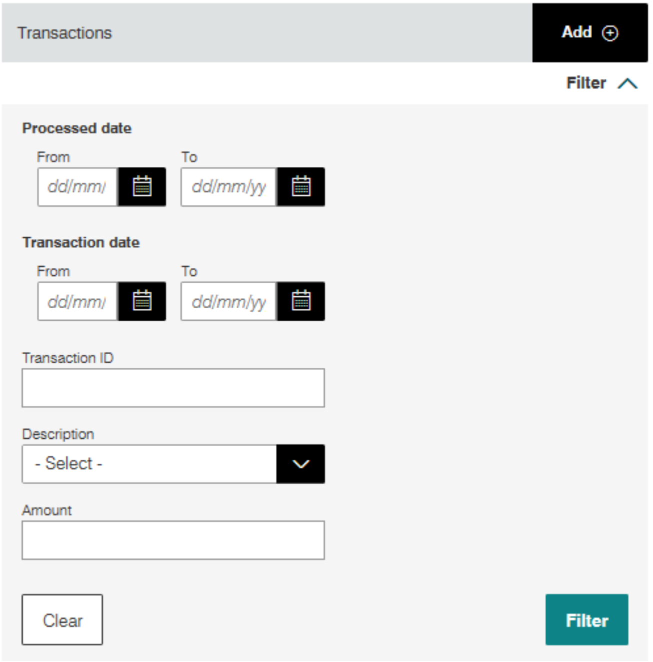
Employer information

ABN or WPN
0123456789
Name
Employer name

Employee information

Payroll number identifier
001122334455

Search for a transaction

Action	Details
1. Select **Filter** ∨.	
2. Enter details for the transaction you are searching for and select Filter.	

Transactions **Add** ⊕

3 results found **Filter** ∨

Processed date	Transaction date	Fund transaction ID	Description	Amount			
18/03/2019	01/03/2019	SG123456	Employer superannuation guarantee contributions	$250.00	Adjust	Cancel	∨
18/03/2019	18/03/2019	SG123457	Employer superannuation guarantee contributions	$1,000.00	Adjust	Cancel	∨
08/03/2019	07/03/2019	BAL12345	Member contributions balance amounts	$100.00	Adjust	Cancel	∨

Transactions **Add** ⊕

Filter ∧

Processed date

From dd/mm/ To dd/mm/yy

Transaction date

From dd/mm/ To dd/mm/yy

Transaction ID

Description

- Select -

Amount

Clear **Filter**

Adjust a transaction

In most cases, when you adjust a transaction:

- It will create a new transaction of the same type as the original, that is the value of the adjustment entered by the user.
- Both the original and the adjustment transactions will display in the transaction list, and also be visible to the member via ATO Online.

An alternative to adjusting a transaction, is to cancel the original transaction and report a new transaction with the correct details.

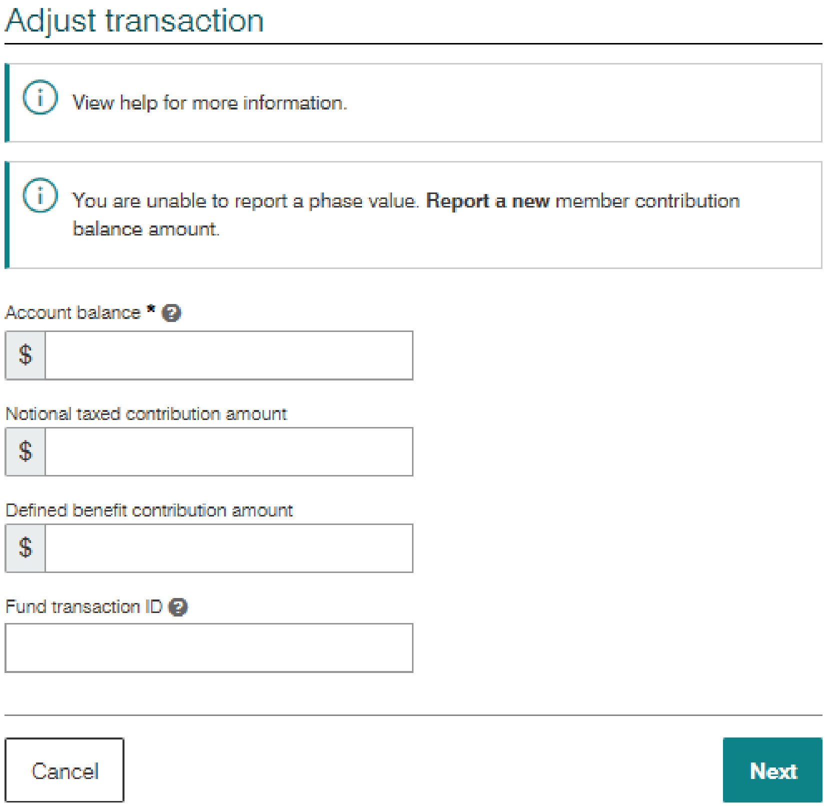
⚠ There are some specific cases that differ from the above:

- **Adjusting Member contribution balance amounts:**
  - The adjustment will be a new transaction with the same type and balance date as the original. However it will have a later timestamp.
  - As this adjustment has a later timestamp it will effectively replace the original. That is, the original will be ignored and only the adjustment amount will be used by ATO processes and will be the balance amount displayed to the member via ATO Online.
  - If you are trying to adjust a Member contribution balance amount that does not have a 30 June balance you will not be able add an accumulation or retirement phase value. Accumulation or retirement phase values can only be supplied for 30 June balances. You will need to lodge a new member contribution balance amount for 30 June of the relevant financial year.
- **Personal injury/structured settlements:** You cannot adjust a personal injury/structured settlement, non-employer transaction. You must cancel and report a new transaction.
- **Retirement phase events:** You cannot adjust a retirement phase event. You must cancel and report a new transaction.
- **Employer and employee information:** For Employer contributions, you are unable to adjust:
  - Employer information such as Employer name or Pay period, or
  - Employee information such as Payroll number identifier, Employment end date or End date reason.

  If you need to correct this information you will need to cancel the original and report a new transaction.

For details on reporting contributions and transactions see:

- Fund reporting protocol
- MATS Business Implementation Guide

Action	Details
1. Go to the member summary screen 2. Identify the transaction to be adjusted – if it is not displayed, select Filter to search for the transaction (see search for a transaction) 3. Select ✎ Adjust next to the transaction that you want to adjust	
4. Select Add to the total or Deduct from the total as appropriate 5. Enter the Adjustment amount 6. Enter the Fund transaction ID (optional) 7. Select Next	

Transactions

Add ⊕

3 results found

Filter

Processed date	Transaction date	Fund transaction ID	Description	Amount			
18/03/2019	01/03/2019	SG123456	Employer superannuation guarantee contributions	$250.00	Adjust	Cancel	
18/03/2019	18/03/2019	SG123457	Employer superannuation guarantee contributions	$1,000.00	Adjust	Cancel	
08/03/2019	07/03/2019	BAL12345	Member contributions balance amounts	$100.00	Adjust	Cancel	

Adjust transaction

View help for more information.

You are unable to report a phase value. **Report a new** member contribution balance amount.

Account balance *

$

Notional taxed contribution amount

$

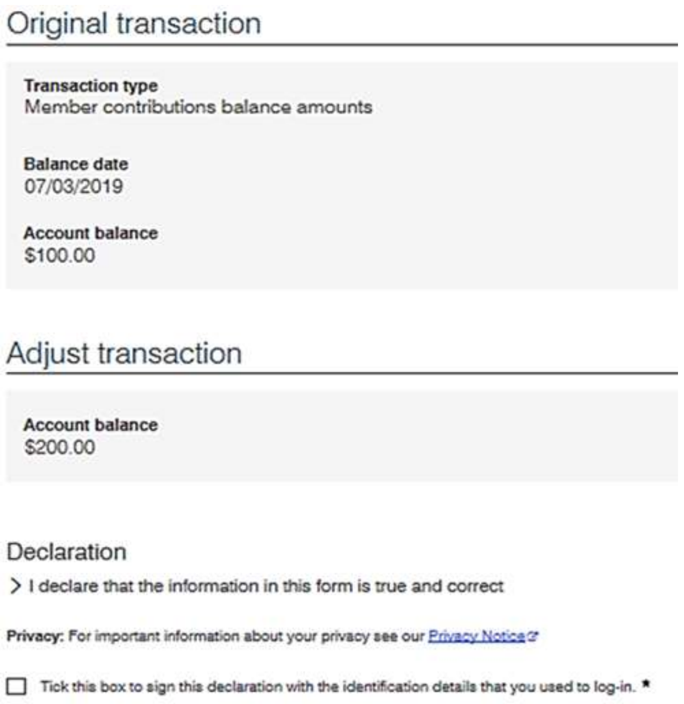
Defined benefit contribution amount

$

Fund transaction ID

Cancel

Next

Action	**Details**
8. Review details on the summary screen to ensure information is correct. If you need to change any of the fields, select back to re-enter them. 9. Complete the Declaration then select Submit. 10. To print or save a PDF for your records select Print –friendly version.	 Original transaction **Transaction type** Member contributions balance amounts **Balance date** 07/03/2019 **Account balance** $100.00 Adjust transaction **Account balance** $200.00 Declaration > I declare that the information in this form is true and correct **Privacy:** For important information about your privacy see our Privacy Notice ☐ Tick this box to sign this declaration with the identification details that you used to log-in. *

Cancel a transaction

When you cancel a transaction it will cancel the transaction you originally reported and remove it from the transaction list. You will not be able to view a cancelled transaction and the transaction will not display to the member on ATO Online.

⚠ Make sure you print or save a copy of the cancellation.

You will not be able to view, print or save the transaction later.

There are two methods for cancelling a transaction:

- Cancel a transaction from the transaction list
- Cancel a transaction manually – for use where you cannot find the transaction by searching using filter.

Cancel a transaction from the transaction list

<table>
<tr><th>Action</th><th>Details</th></tr>
<tr><td>

1. Go to the member summary screen
2. Identify the transaction to be cancelled – if it is not displayed, select Filter to search for a transaction (see [search for a transaction](#))
3. Select 🗑 Cancel next to the transaction that you want to cancel

</td><td>

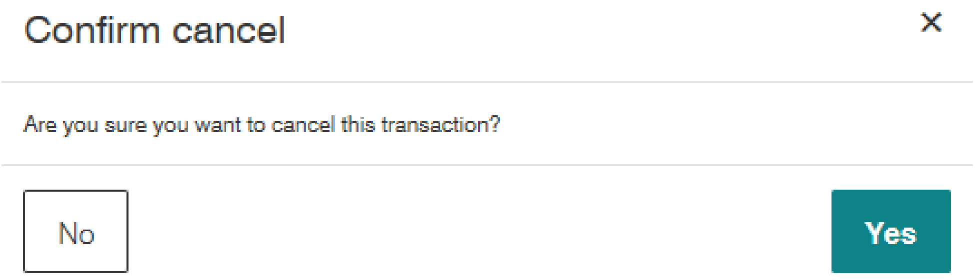
3 results found

<table>
<tr><th>Processed date</th><th>Transaction date</th><th>Fund transaction ID</th><th>Description</th><th>Amount</th><th></th><th></th></tr>
<tr><td>18/03/2019</td><td>01/03/2019</td><td>SG123456</td><td>Employer superannuation guarantee contributions</td><td>$250.00</td><td>Adjust</td><td>🗑 Cancel</td></tr>
<tr><td>18/03/2019</td><td>18/03/2019</td><td>SG123457</td><td>Employer superannuation guarantee contributions</td><td>$1,000.00</td><td>Adjust</td><td>🗑 Cancel</td></tr>
<tr><td>08/03/2019</td><td>07/03/2019</td><td>BAL12345</td><td>Member contributions balance amounts</td><td>$100.00</td><td>Adjust</td><td>🗑 Cancel</td></tr>
</table>

</td></tr>
<tr><td>

4. Confirm that you want to cancel the transaction
5. Select Yes

</td><td>



Confirm cancel

Are you sure you want to cancel this transaction?

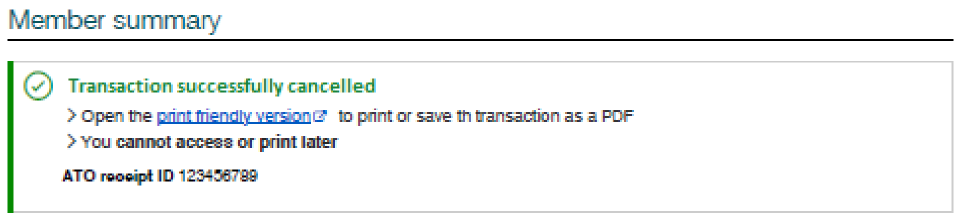
</td></tr>
<tr><td>

6. Use the print friendly version to print or save a PDF for your records

⚠ **Make sure you print or save a copy of the cancellation**

You will not be able to view, print or save the transaction later.

</td><td>



Member summary

Transaction successfully cancelled

- Open the print friendly version to print or save th transaction as a PDF
- You cannot access or print later

ATO receipt ID 123456789

</td></tr>
</table>

Cancel a transaction manually

- **Try searching for a transaction before you cancel a transaction manually**
  Before you try to cancel a transaction manually you should try to cancel a transaction from the transaction list.
- **Enter details exactly as the original**
  You must enter the exact same details the as original transaction with a manual cancellation.

Action

1. Go to the member summary screen
2. Select Cancel a transaction manually
3. Enter all the details from the original transaction

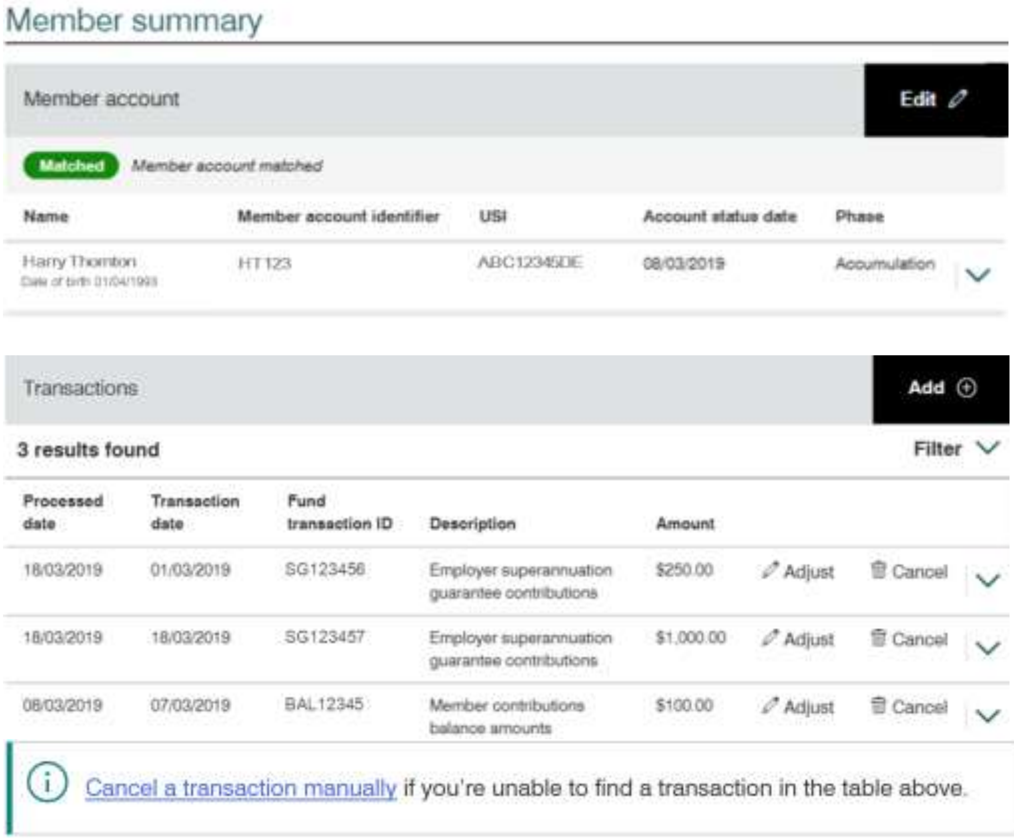
You must enter all of the details exactly as they were in the original transaction.

4. Confirm that you want to cancel the transaction.
5. Use the print-friendly version to print or save a PDF for your records.

Make sure you print or save a copy of the cancellation.

You will not be able to view, print or save the transaction later.

Details



Member summary

Member account

Matched *Member account matched*

Name	Member account identifier	USI	Account status date	Phase
Harry Thornton Date of birth 01/04/1993	HT123	ABC12345DE	08/03/2019	Accumulation

Transactions

3 results found

Processed date	Transaction date	Fund transaction ID	Description	Amount		
18/03/2019	01/03/2019	SG123456	Employer superannuation guarantee contributions	$250.00	Adjust	Cancel
18/03/2019	18/03/2019	SG123457	Employer superannuation guarantee contributions	$1,000.00	Adjust	Cancel
08/03/2019	07/03/2019	BAL12345	Member contributions balance amounts	$100.00	Adjust	Cancel

Cancel a transaction manually if you're unable to find a transaction in the table above.

Alerts

There are a number of alerts that may display in the Super fund member reporting form.

Some important alerts differ depending on whether an entity is prescribed under *Superannuation Industry (Supervision) Regulations 1994* (SISR).

Prescribed entities

Prescribed entities may receive these alerts:

- Matched
- TFN Corrected
- Unmatched.

These equate to the Service Responses in the MAAS Business Implementation Guide (and may equate to section 299 notices or please resolve notices under the *Superannuation Industry (Supervision) Act 1993* (SISA)).

Other entities

Entities that are not prescribed may receive this alert:

- Action required.

General alerts

There are also other alerts (that any entity may see), including:

- Member not found
- Member exists
- Unable to display any information for this member.

Matched

Description

A Matched alert may equate to a section 299TD notice and confirms:

- we were able to match the member account you reported to an individual in ATO systems
- if you reported a TFN, that it is correct as per ATO held data
- an account exists in ATO systems, and therefore can display to the member on ATO Online.
- transactions you report for this member will be used in ATO processes (for example, calculation of super entitlements) and will display to the member on ATO Online.

Required action:

This alert is for your information only and does not require further action.

For details about Matched responses and Section 299TD notices, see Service Responses in the MAAS Business Implementation Guide.

Alert

Member summary

Member account

Matched *Member account matched*

Name	Member account identifier	USI	Account status date	Phase
Harry Thornton Date of birth	HT123	ABC12345DE	08/03/2019	Accumulation

Unmatched

Description

An unmatched alert may equate to a please resolve notice and means:

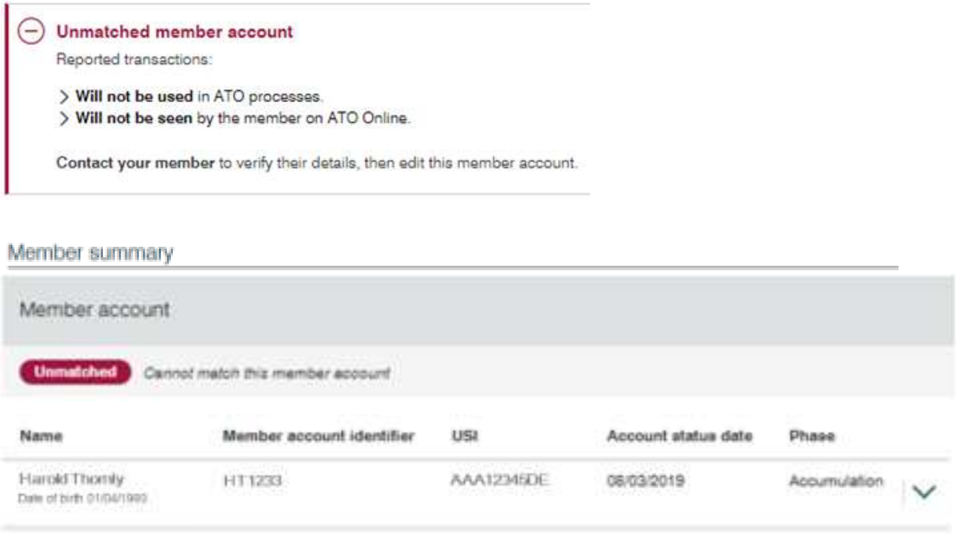
- the account you reported could not be matched to a member in ATO systems.
- due to this, an account may not have been opened, and therefore will not display to the member on ATO Online.
- this also means that any transactions you report for this member will not be used in ATO processes (for example, calculation of super entitlements) and will not display to the member on ATO Online.

Required action:

- To rectify this, you need to contact your member to verify their details, and then edit this member account with their updated details.
- Alternatively, you may need to advise your member to contact us to update the details we hold for them (however you will continue to see this alert until the next time you edit the member account).

For details about Unmatched responses and please resolve notices, see Service Responses in the MAAS Business Implementation Guide.

Alert



Unmatched member account

Reported transactions:

- **Will not be used** in ATO processes.
- **Will not be seen** by the member on ATO Online.

Contact your member to verify their details, then edit this member account.

Member summary

Member account

Unmatched Cannot match this member account

Name	Member account identifier	USI	Account status date	Phase
Harold Thornly Date of birth 01/04/1990	HT1233	AAA12345DE	08/03/2019	Accumulation

TFN corrected

Description

A TFN corrected alert means that:

- we were able to match the most recent member account you reported, to an individual, and
- if you reported a TFN, it is incorrect and we have returned you the corrected TFN
- if you did not report a TFN, a TFN has been previously quoted for super purposes and we have returned you that TFN.

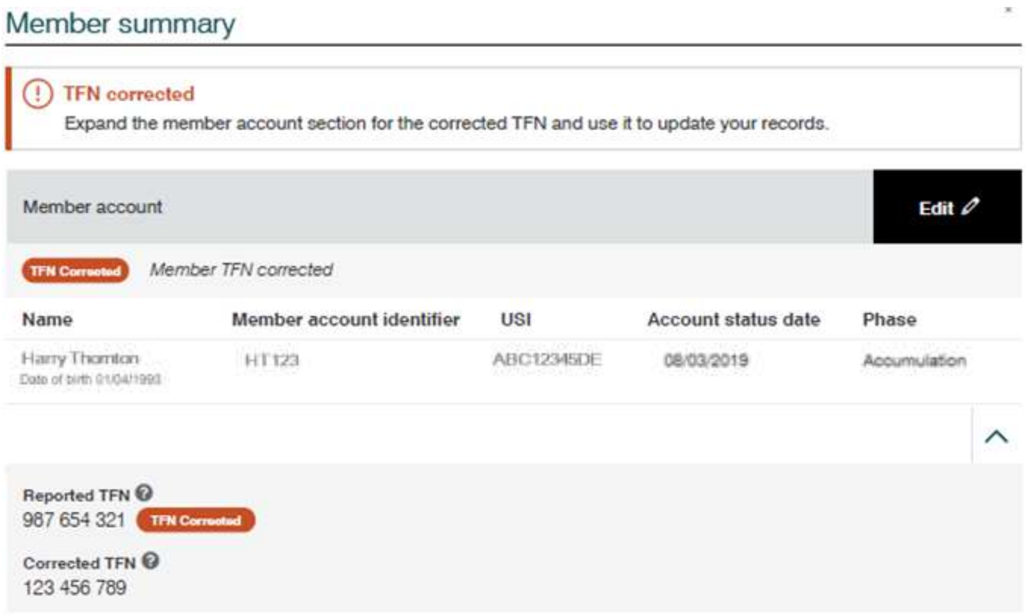
This is a matched and corrected response (that may equate to a Section 299TA or 299TC notice).

Required action:

- You need to update your systems with the corrected TFN.
- Once you have updated your systems, you should use the corrected TFN the next time you edit this member account.

For details about TFN Corrected (matched and corrected) responses and Section 299 notices, see Service Responses in the MAAS Business Implementation Guide.

Alert



Member summary

TFN corrected

Expand the member account section for the corrected TFN and use it to update your records.

Member account

TFN Corrected *Member TFN corrected*

Name	Member account identifier	USI	Account status date	Phase
Harry Thornton Date of birth 01/04/1993	HT123	ABC12345DE	08/03/2019	Accumulation

Reported TFN
987 654 321 TFN Corrected

Corrected TFN
123 456 789

Action required

Description

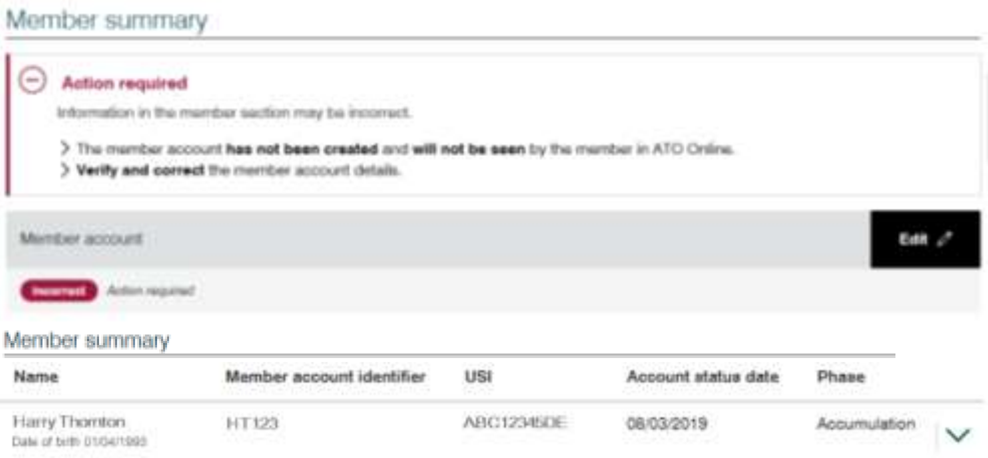
An action required alert means that the information you reported for this member's account may be incorrect.

- A member account has not been created and will not be seen by the member in ATO Online.

Required action:

- You need to contact the member to confirm their details are correct, and then update this member account.
- Alternatively, you may need to advise your member to contact us to update the details we hold for them (however you will continue to see this alert until the next time you edit the member account).

Alert



Member summary

Action required

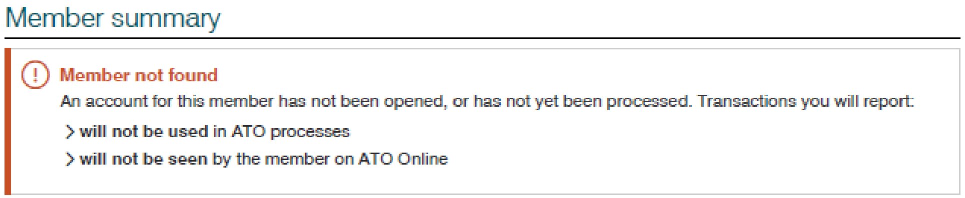
Information in the member section may be incorrect.

- The member account **has not been created** and **will not be seen** by the member in ATO Online.
- **Verify and correct** the member account details.

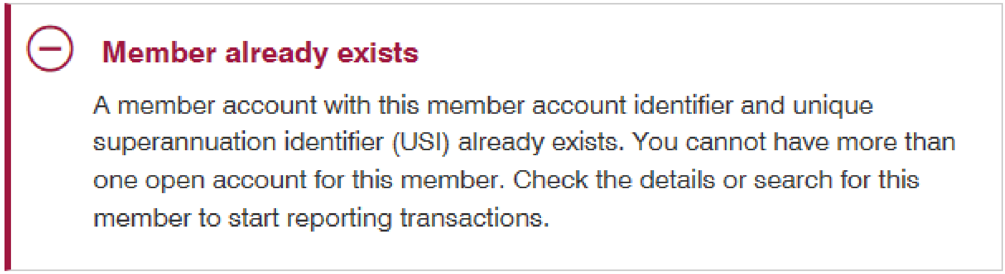
Member summary

Name	Member account identifier	USI	Account status date	Phase
Harry Thornton Date of birth 01/04/1993	HT123	ABC12345DE	08/03/2019	Accumulation

Member not found

Description	Alert
A member not found alert means that we were unable to find a member account for the details you entered. You can only search for existing members that you (or someone else reporting for your entity) have previously opened a member account for. If you recently opened the account but it is not found when you search, it may not have processed yet - try again later. It may take up to 10 minutes to process before it will be displayed. You can report transactions for the member while the account is processing. However, until your request to open the account has processed: > an account will not display to the member on ATO Online. > any transactions you report for this member will not be used in ATO processes (for example, calculation of super entitlements) and will not display to the member on ATO Online.	 Member summary **Member not found** An account for this member has not been opened, or has not yet been processed. Transactions you will report: > **will not be used** in ATO processes > **will not be seen** by the member on ATO Online

Member already exists

Description	Alert
You will receive this error if you are trying to open a new member account when an open account already exists for this member account identifier and unique superannuation identifier (USI). Our systems use the combination of member account identifier and unique superannuation identifier (USI) to uniquely identify individual accounts. You cannot have more than one open member account with the same member account identifier and USI. If you need to transfer an account from Member A to Member B (eg reversionary) you will need to close Member A's account then open a new account for Member B.	 **Member already exists** A member account with this member account identifier and unique superannuation identifier (USI) already exists. You cannot have more than one open account for this member. Check the details or search for this member to start reporting transactions.

Unable to display any information for this member

Description

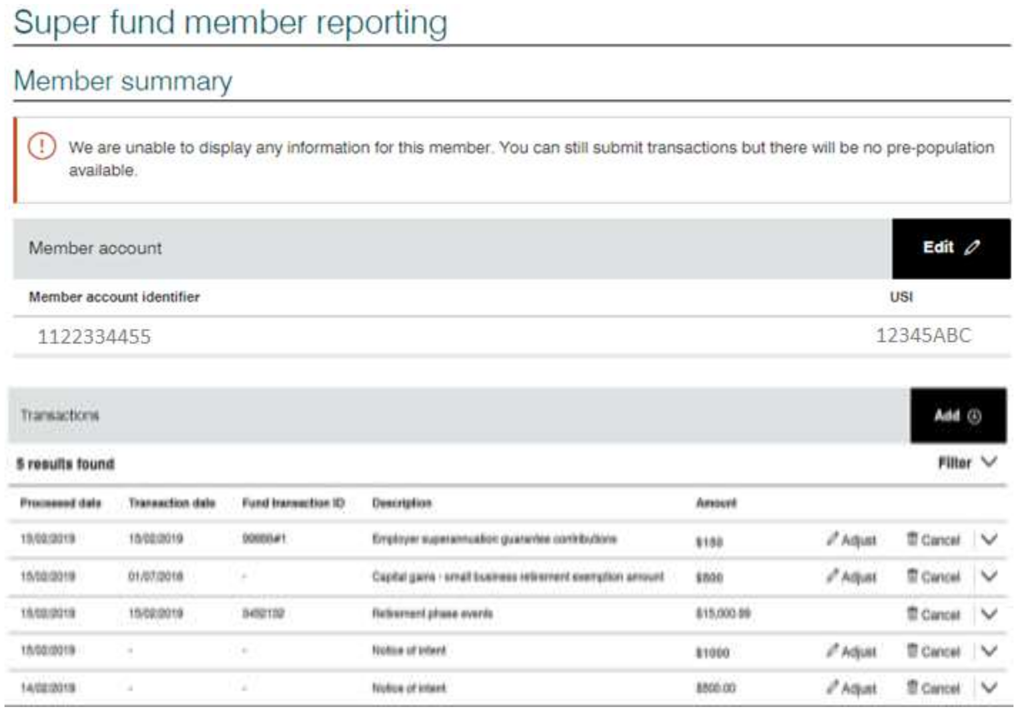
This alert may display in certain circumstances where we are unable to return details for a person given the sensitive nature of that member's record within ATO systems.

This could occur for a variety of reasons and may include persons who are protected, compromised or have not confirmed their TFN identify information with the ATO.

You can still:

- edit the member account, however no fields will be prepopulated
- view and add transactions for this member - transactions will be used in ATO processes (for example, calculation of super entitlements) and will display to the member on ATO Online.

Alert



Super fund member reporting

Member summary

We are unable to display any information for this member. You can still submit transactions but there will be no pre-population available.

Member account

Member account identifier	USI
1122334455	12345ABC

Transactions

5 results found

Processed date	Transaction date	Fund transaction ID	Description	Amount
15/02/2019	15/02/2019	00000#1	Employer superannuation guarantee contributions	$150
15/02/2019	01/07/2018	-	Capital gains - small business retirement exemption amount	$800
15/02/2019	15/02/2019	0402102	Retirement phase events	$15,000.99
15/02/2019	-	-	Notice of intent	$1000
14/02/2019	-	-	Notice of intent	$500.00

APPENDIX 1: Troubleshooting

General

I am having technical issues, what should I do?	If you are experiencing technical difficulties, the following resources may assist: > Business Portal for information about accessing the portal > Business Portal Help for the help files on the Business Portal > Using Access Manager for information on Access Manager and assigning permissions. > Technical support for our online services > System maintenance and issues for scheduled outages and known system issues > Troubleshooting - portals includes help on general system issues and logging in > Contact us for contact details if you are still experiencing difficulty accessing or using our online services after checking the online help information.
Why can't I report via the Super fund member reporting form?	Make sure you have the appropriate permission assigned to you in Access Manager. To open or edit a Member account, or to add, adjust or cancel a transaction, you need the Super – Member account services (Lodge and update) permission - see Access Manager permissions.
Why is the Super fund member reporting form not showing when I look under Online forms in the Business Portal?	You must have the correct Access Manager permissions to see the form. See Access.
Can I review information before I submit?	Yes. Once you complete the required fields and click next, you will see a summary of the data you have entered. You can then either: > complete the declaration and Submit, or > select Back and change any of the fields.
Can I print or save a copy of my lodgment?	Yes. After you select Submit, you will see a receipt screen where you will be able to use the print-friendly version to print or save a PDF.

Member account

Why are the member details blank?	In some cases the member details cannot be retrieved from our systems and you may see a message indicating this. See Unable to display any information for this member.
Why can't I edit the member account identifier and unique superannuation identifier (USI)?	You cannot update a Member account identifier or Unique Superannuation Identifier (USI). If you need to change one or both of these, you will need to close the member account and open a new account with the correct details.
What if I don't have a Unique superannuation identifier (USI)?	Entities holding a superannuation interest (such as life insurance companies) and not prescribed under the Superannuation Industry (Supervision) Regulations 1994 (SISR), are to utilise a default USI value (ABN+999 format). This USI is not to be registered in the Fund Validation Service (FVS). Prescribed entities (under the SISR) may also use a default USI for any products not registered on the FVS. However please note any entity using one USI (default or otherwise) for multiple products, will need to ensure the member account identifiers in each of those products are unique. For details, refer to the MAAS Business Implementation Guide.
What if I don't have mandatory data or have default values?	If you don't hold data for a mandatory field, or are using default values see *Mandatory Data* in the MAAS Business Implementation Guide.
How long will it take for a new account to be opened, or an edited account to be processed?	Requests to open or edit a member account may take up to 10 minutes to process after they are submitted. > When a new account has processed/been opened it will display on the member summary screen. > When you edit a member account, you can check the account status date on the member summary screen which will indicate whether your latest edit has been processed. See View member summary.
Will I receive a matching response or TFN validation notice?	Matching responses and TFN validation notices will be provided on the **Member summary** screen for some providers. For more details about which providers this includes, the responses and required action see *Service Responses* in the MAAS Business Implementation Guide.

Transactions

Why can’t I adjust a transaction?	Some transaction types cannot be adjusted. > You cannot adjust a personal injury/structured settlement, non-employer transaction. You must cancel and report a new transaction. > You cannot adjust a retirement phase event. You must cancel and report a new transaction. > If you are trying to adjust a Member contribution balance amount that does not have a 30 June balance you will not be able to add an accumulation or retirement phase value. Accumulation or retirement phase values can only be supplied for 30 June balances. You will need to lodge a new member contribution balance amount for 30 June of the relevant financial year. > You are unable to adjust Employer information (such as Employer name or Pay period), or Employee information (such as Payroll number identifier, Employment end date or End date reason). If you need to correct this information you will need to cancel the original and report a new transaction.
Why can’t the member see a transaction when they log into ATO Online if it showing in the transaction list?	A member account must be created for any member that you need to report a transaction for (that is, ensure a MAAS is reported for any MATS). Transactions that you report for a member will not display to the member on ATO Online if you are seeing one of the following alert messages: > Member not found > Action required > Unmatched If there is more than one member contribution balance amount transaction for a financial year, only the transaction with the later timestamp will display to the member via ATO Online.
How do I find a transaction I previously cancelled?	When you cancel a transaction it will cancel the transaction you originally reported and remove it from the transaction list. Make sure you print or save a copy of the cancellation. You will not be able to view, print or save the transaction later. The member will no longer see the cancelled transaction in ATO Online.
What fund transaction ID do I enter?	Fund transaction ID is an optional field. It is an identifier you provide from your systems, such as a unique identifier used in your systems to identify a transaction. If provided, can be used when cancelling a transaction (and where a transaction has been adjusted, it can be used to cancel all transactions with the same Fund transaction ID)

APPENDIX 2: Scenarios

The following information indicates processing for reporting via both the Super fund member reporting form and SuperStream (SBR2).

Scenario	Outcome
Adjusting a member contribution balance amount transaction	• ‘adjustment’ will be a new member contribution balance amount transaction, with the same ‘balance date’ (as the original) with the latest timestamp • amount(s) reported in the adjustment will replace the original amount • latest balance amount will be displayed
Cancelling a member contribution balance amount transaction	• original reported member contribution balance amount transaction is cancelled • the individual will have no balance reported for the particular balance date
Adjusting an employer contributed amount	• adjustment will be a new employer contribution of the same type (employer SG, salary sacrifice etc.) as the original • adjustment value will be the amount entered by the user at the adjustment screen • both the original and adjustment transactions will be viewable via the portal, and for individual on ATO online (once ATO online is updated) • the combined/summed value of the original and adjustment transactions will be used for downstream processes
Cancelling an employer contributed amount	• original reported employer contribution transaction is cancelled • neither the original nor cancellation transaction will be viewable via the portal or for the individual on ATO online • the value of the employer contribution will not be used for any downstream processes
Adjusting a non-employer transaction (excluding personal injury/structured settlement)	• adjustment will be a new non-employer transaction of the same type (personal, proceeds from primary residence etc) as the original • value of the adjustment will be the amount entered by the user at the adjustment screen • both the original and adjustment transactions will be viewable via the portal, and for individual on ATO online (once ATO online is updated) • the combined/summed value of the original and adjustment transactions will be used for downstream processes

Scenario	Outcome
You are unable to adjust a non-employer transaction type -personal injury/structured settlement	• non-employer transaction - personal injury/structured settlement is unable to be adjusted
Cancelling a non-employer transaction (excluding personal injury/structured settlement)	• originally reported non-employer transaction is cancelled • neither the original nor cancellation transaction will be viewable via the portal or for the individual on ATO online (once ATO online is updated) • the value of the non-employer contribution will not be used for any downstream processes
You are unable to adjust a retirement phase event	• retirement phase events are unable to be adjusted
Cancelling a retirement phase event (including non-employer personal injury/structured settlement)	• TBAR report spawned • originally reported retirement phase event (TBAR) is cancelled • neither the original nor cancellation transaction will be viewable via the portal or for the individual on ATO online (once ATO online is updated) • the value of the TBAR report will not be used for any downstream processes
Adjusting a notice of intent amount	• adjustment will be a new notice of intent transaction • value of the adjustment will be the amount entered by the user at the adjustment screen • both the original and adjustment transactions will be viewable via the portal, and for individual on ATO online (once ATO online is updated) • the combined/summed value of the original and adjustment transactions will be used for downstream processes
Cancelling a notice of intent amount	• originally reported notice of intent transaction is cancelled • neither the original nor cancellation transaction will be viewable via the portal or for the individual on ATO online (once ATO online is updated) • the value of the employer contribution will not be used for any downstream processes

Super fund member reporting form – data elements

MAR 2019
UNCLASSIFIED EXTERNAL

Member Account Attribute Service (MAAS) & Member Account Transaction Service (MATS) reporting via the Business Portal

Member account

NOTE: All fields marked with * are mandatory however you should report non-mandatory data if you have it

Member details

Open a new member account only:

Super
Member account identifier*
Unique superannuation identifier (USI)*

Open or edit a member account:

Details
Family name*
Given name
Other given names
Date of birth
Day | Month | Year*
Tax file number
Address
Country
Address

Account

Account phase*

- Accumulation
- Retirement
- Insurance only
- Closed

Account status date*

Status* options available depend on account phase selected

Accumulation:
- Open
- Transition to retirement income stream

Retirement:
- Non capped defined benefit income stream
- Capped defined benefit income stream (1 July 2017 onwards)
- Capped defined benefit income stream (pre 1 July 2017)
- Market linked capped defined benefit income stream

Insurance only:
- Open

Lost status*

- Not lost
- Uncontactable
- Inactive

Contributions accepted*

- All
- None
- Non-government
- Government only

Select True or False for each of the following:

Inward rollovers accepted *
Member outward rollover requests accepted*
Government rollovers accepted*
Defined benefit interest indicator*
Insurance indicator*
Grandfathering*
Innovative income stream product*

○ True ○ False

Transactions

Event

Transaction type*

- Member contributions balance amounts
- Employer contributions
- Non employer transactions
- Retirement phase events
- Notice of intent

remaining fields depend on transaction type selected (shown below)

Fund transaction ID

Member Contribution Balance Amounts

Are you reporting a phase amount?

○ Yes ○ No

Phase Code**

- Accumulation
- Retirement

Phase Amount**
Balance date*
Account balance*
Notional taxed contributions amount
Defined benefit contribution amount

**mandatory fields that are only visible when Yes is selected at *Are you reporting a phase amount?*

Employer contributions

Contribution Type*

- Employer SG contributions
- Award contributions
- Salary sacrifice contributions
- Other employer voluntary

Receipt date*
Period start date
Period end date

Employer information
ABN or WPN*
Employer Amount*

Employee information
Payroll number identifier
Employment end date
End date reason

Non-employer contributions

Transaction type*

- Personal contributions
- Spouse contributions
- Child contributions
- Other third party contributions
- Capital gains – small business retirement exemption amount
- Capital gains – small business 15 year exemption
- Proceeds from primary residence disposal
- Other concessional contributions amount
- Personal injury / Structured settlement amount
- Excess foreign fund amount
- Non-assessable foreign fund amount
- Applicable fund earnings (elected)
- Transfers from reserves – assessable
- Transfers reserves – non-assessable
- Other non concessional contributions amount

Amount reported*
Receipt Date*

Retirement phase events

Effective date*
Event type*

- Superannuation income stream
- Reversionary income stream
- Child death benefit income stream
- Child reversionary income stream
- Member commutation
- Income stream stops being in the retirement phase
- Limited recourse borrowing arrangement

Event value*

Complete Third party data when Child death benefit or Child reversionary income streams are selected

Third party data
Tax file number (TFN)
Family name*
Given name
Other given names
Date of birth
Day | Month | Year

Notice of Intent

Date
Amount*
Financial year*