

# Suncorp Super EASE™

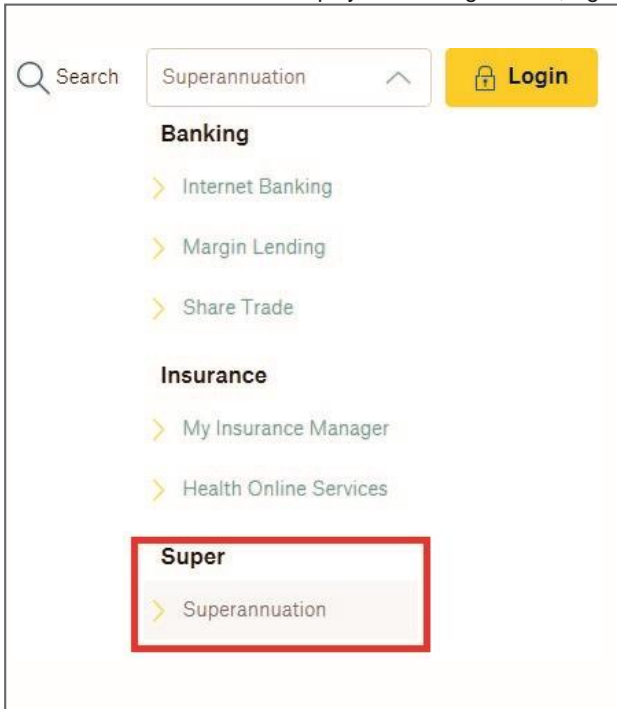
Administering your employer plan is now even easier

Employer User Guide  
June 2017

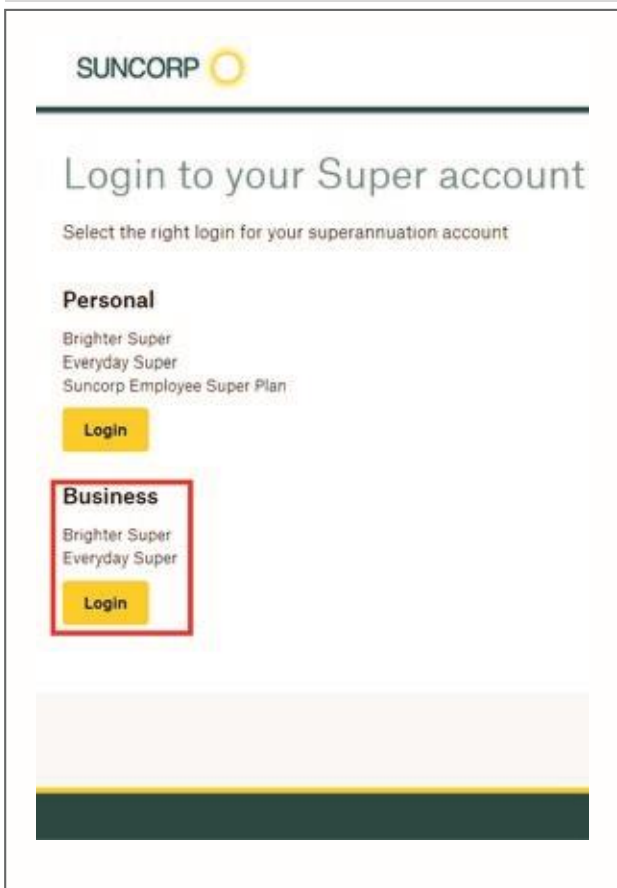


# Suncorp EASE™ (EASE) Registration process

In order to access the EASE Employer Self Registration, login via the Suncorp website: <https://www.suncorp.com.au/>



A screenshot of the Suncorp website's navigation menu. At the top, there is a search bar with the text "Search" and a magnifying glass icon. To the right of the search bar is a dropdown menu currently showing "Superannuation" with an upward-pointing chevron. Further right is a yellow "Login" button with a lock icon. Below the search bar, the menu is organized into sections: "Banking" with sub-items "Internet Banking", "Margin Lending", and "Share Trade"; "Insurance" with sub-items "My Insurance Manager" and "Health Online Services"; and "Super" with a sub-item "Superannuation". The "Super" section and its "Superannuation" link are highlighted with a red rectangular border.



A screenshot of the Suncorp Super login page. At the top left is the Suncorp logo. Below it is a horizontal line. The main heading is "Login to your Super account". Underneath is the instruction "Select the right login for your superannuation account". There are two main sections: "Personal" and "Business". The "Personal" section lists "Brighter Super", "Everyday Super", and "Suncorp Employee Super Plan" with a yellow "Login" button below. The "Business" section lists "Brighter Super" and "Everyday Super" with a yellow "Login" button below. The "Business" section and its "Login" button are highlighted with a red rectangular border. At the bottom of the page, there is a light grey bar and a dark green bar.

B

# EASE Employer Self Enrolment (ESE)

From the EASE login screen, select **Register Account**. You will need to complete five sections as part of your registration.

## Section 1: Employer ABN

**Note:** When an employer enters their ABN, it will be verified with the ATO and its existing registration data will be populated at various points in the registration.

- i. Complete all fields.
- ii. Select **Continue**

You will need to complete five sections of ESE.

The screenshot displays the 'EMPLOYER SELF REGISTRATION' interface. At the top, a progress bar indicates five steps: 'Employer ABN', 'Employer Information', 'Employer Details', 'Bank Account Details', and 'Summary'. The 'Employer ABN' step is currently active. Below the progress bar, the 'Employer ABN' section contains the following elements:

- A heading: 'Employer ABN'.
- Instructional text: 'Please enter the Employer ABN you would like to register and your Email Address, if you have any questions please contact us on 1800 626 960 or email: [suncorpese@suncorp.com.au](mailto:suncorpese@suncorp.com.au)'.
- Form fields: 'ABN', 'Email Address', and 'Confirm email'.
- A checkbox labeled 'I'm not a robot' with a reCAPTCHA logo.
- A 'Continue' button with a right-pointing arrow.

Section 1:  
Please complete all fields.

You must tick  
**I'm not a robot**

Select **Continue**

**Note:** The existing email address will be pre-filled based on your employer's ABN. Please ensure that this is the most current email address assigned/registered to your employer, confirm and review details, and then select **Continue**.

**Note:** Once you select **I'm not a robot**, you will need to select images that match the criteria, and then select **Verify** to continue with registration.

Select images requested in the prompt.

The screenshot shows a registration form with the following sections: 'Employer ABN' with input fields for ABN, Email Address, and Confirm email; a CAPTCHA challenge with a 3x3 grid of images and a 'VERIFY' button; and a 'Continue' button. A red box highlights the CAPTCHA area. A speech bubble points to the prompt 'Select all images with cars' and another points to the 'VERIFY' button.

Select images.

Select **Verify**

## Section 2: Employer information

- i. Complete all questions by selecting one of the provided options.
- ii. Select **Continue**.

Complete questions.

**EMPLOYER SELF REGISTRATION**

Employer ABN  
Employer Information  
Employer Details  
Bank Account Details  
Summary

**Employer Information**

Please answer the questions below. If you have any questions please contact us on 1800 636 081 or email: [suncorpease@suncorp.com.au](mailto:suncorpease@suncorp.com.au)

**Which Suncorp product are you registering for?**

Suncorp Brighter Super  Suncorp Everyday Super

**Are you able to register for a Suncorp superannuation product on behalf of the employer?**

Yes  No

**Do you have an Insurance Quote ID**

Yes  No

**Do you have a registered Adviser for the Suncorp superannuation product?**

Yes  No

[← Previous](#) [Continue →](#)

Select **Continue**

**Note:** If you are a migrating employer, select the Suncorp product, then select **Yes**, **No** and **No**.

### Section 3: Employer details

- i. Complete all sections of this screen.
- ii. Select **Continue**.

The screenshot shows the EASE registration interface. At the top, the Suncorp logo and 'EASE' are visible. The form is divided into two main sections, both highlighted with a red border:

- Business Details:** This section includes input fields for 'Registered business name', 'Trading business name', 'Postal address line 1', 'Postal address line 2', 'Postal address suburb', 'Postal address state' (with a dropdown arrow), 'Postal address post code', and 'Telephone'.
- Employer contact (authorised person) details:** This section includes a 'Title' dropdown menu (set to 'SELECT TITLE'), 'First name', 'Last name', 'Position', 'Telephone', 'Email address' (pre-filled with 'm.hum@suncorp.com.au'), and 'Username'.

Navigation buttons are located at the bottom: a 'Previous' button on the left and a 'Continue' button on the right. A callout bubble points to the 'Continue' button with the text 'Select Continue'.

**Note:** The username must be unique and cannot be changed after registration. You should take note of the chosen user name, as this will be used to log into EASE in the future.

The initial user that is created will be able to create additional users once they are logged into EASE.

#### Section 4: Bank account details

- i. Select **Payment Type**, either **Direct Debit** or **Direct Credit**.
- ii. Select **Pay Period Frequency**. iii. Enter **Pay Period Start Date** (The date you want to start the SG payment period).

**Note:** The pay period frequency is how often superannuation contributions are submitted. This can be done weekly, fortnightly, monthly, quarterly or yearly.

Complete both sections.

**Note:** You must provide banking details for either Direct Credit or Direct Debit payment methods. This is required for any future refunds, as these will be returned directly to the source.

## Section 5: Summary

- i. Confirm all data entered is correct.
- ii. Legal documents – You will need to download the PDS and select highlighted boxes to acknowledge materials have been read.
- iii. Select **Submit**.

**Note:** If you need to make any changes to the data entered in previous screens, use the **Previous** button to move back through the screens.



**Summary**  
Following is the information you have provided.

**Business Details**  
 ABN: [redacted]  
 Registered Business Name: [redacted]  
 Trading Name: [redacted]

**Contact details**  
 Name: Mo Khan  
 Email address: mo.khan@suncorp.com.au

**Payment Details**  
 Payment method: Direct Credit  
 Pay Cycle: Monthly  
 Start date: 03 May 2017

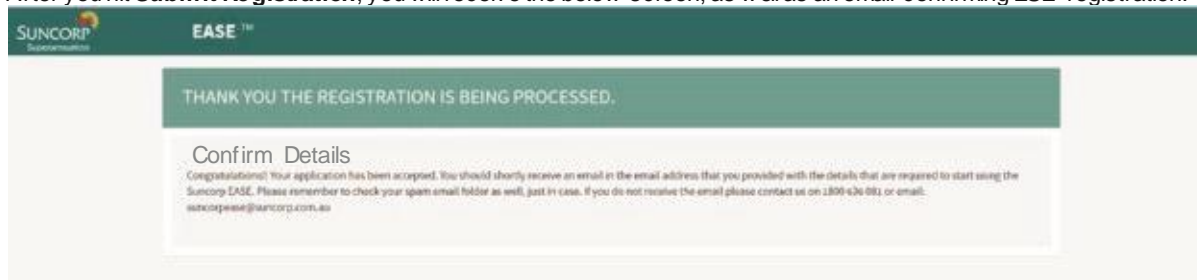
**Login information**  
 Following is the username you have chosen as part of the registration process. You will receive your one-off password with the confirmation email we will send you once you submit your registration. Please **keep your username handy** for when you first login to our system as an employer for security purposes.  
 You can change the username prior to submitting the registration by going back to the contact\_details step. You won't be able to change the username once the registration has been submitted.  
 Username: mo.khan@superchoice.com.au

**Legal documents**  
 I have read and agree to the [Business Super Online Account and Suncorp EASE Terms & Conditions](#) [Download](#)  
 I have read and agree to the [Suncorp Employer Super Product Guide](#) [Download](#)

Previous Submit Registration **Submit Registration**

## Confirmation message and email

After you hit **Submit Registration**, you will receive the below screen, as well as an email confirming ESE registration.



## Confirmation email

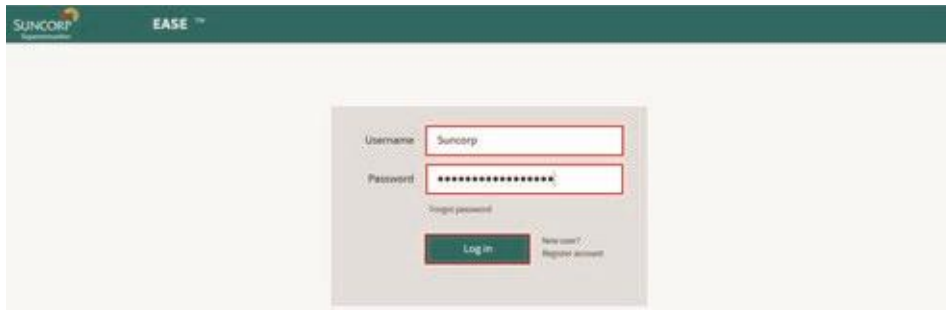


**Note:** If the email is not in your inbox, you should check your junk folder.

## Log on screen

- i. Enter the username created during registration and the temporary password provided in the registration confirmation email.
- ii. Click on **Log In**.
- iii. You will need to change the password upon logging in.





## Employer Dashboard

Once you have logged in, you will be presented with the EASE dashboard screen. This screen gives you access to all the functionality of EASE.

## Making contributions

The process for uploading contribution files is covered on page 10 of this User Guide.

The process for making manual contributions is covered on page 14 of this User Guide.

Toolbar menu.

Notifications: Allow s you to view information, and warning/error messages from funds.

Dashboard: Allow s you to navigate through EASE.

Training video.

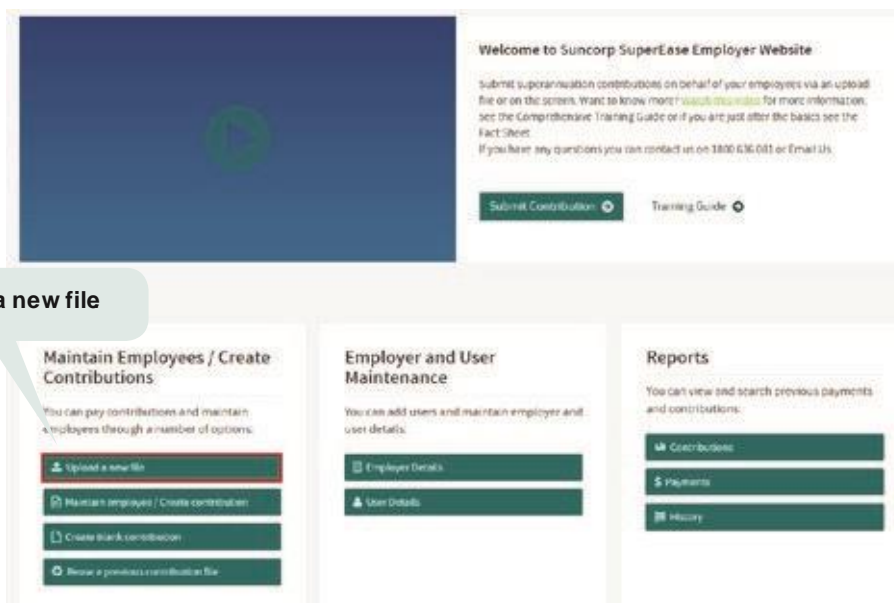
EASE Section Navigation Menu.

## Maintain Employees / Create Contribution

You are able to upload files exported from your payroll system. These files can be the ATO SAFF or Custom Files.

**Note:** Custom Files will need to be sent to Suncorp first, as these files need to be mapped.

## Upload a new file



i. Select **Upload a new file**

## Select Pay Cycle

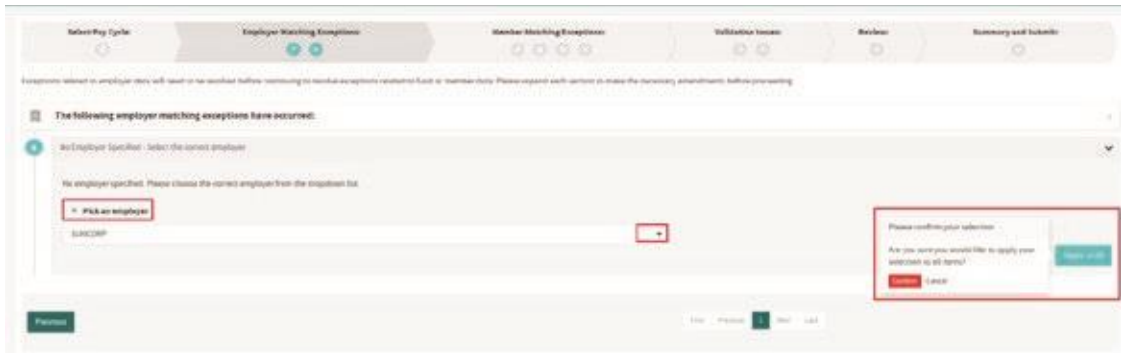
- Select Date.
- Use Specific Date – This allows manual selection of Period Start and Period End dates.
- Use dates in File – This will defer to the Period Start and Period End date in the upload file (if present).
- You should then click **Select File to upload** which will allow you to browse your pc for the saved contribution file.
- Once you are happy with the date choice and file selection, click **Next**.



## Employer matching exceptions

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**.

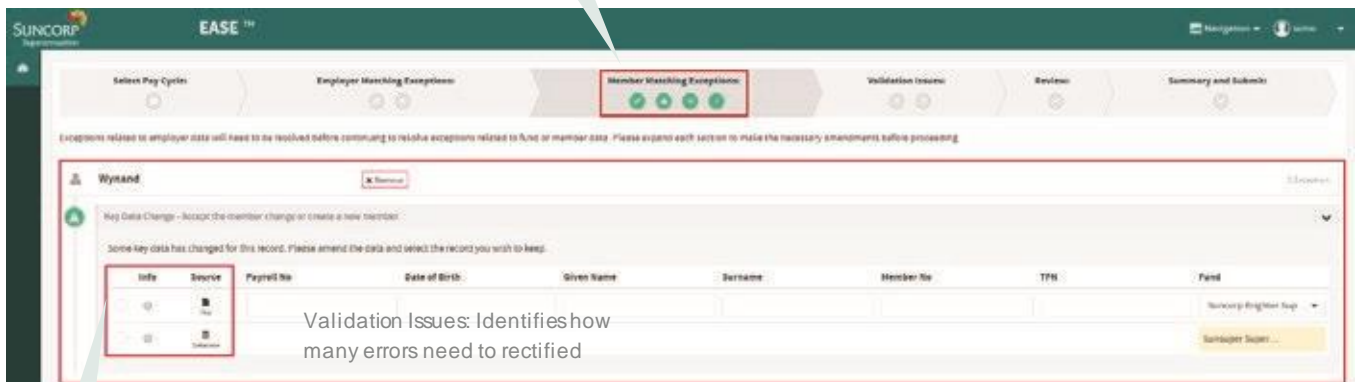


## Member matching exceptions

A member matching exception may occur if the data in the file for a particular member is closely matched to a member already held in EASE.

The member matching exception screen will ask you to confirm the source of truth, either the file that has been uploaded or the details held in the database. Data elements that are different between the two members will be highlighted.

Member Matching Exceptions.



File source or Database source.

Once you have completed member matching exceptions, select **Next** located on the bottom right of the screen.

## Validation issues

The Validation Issues screen allows you to resolve any errors found for a particular member. You can resolve the errors on the screen (ScreenShot 1), download an error report to be worked on offline (ScreenShot 2), or select the **Next** button to resolve the errors in the Review screen.

Once you have completed the errors:

i. Select **Next** (Screen 2)

**ScreenShot 1:**

Validation Issues: This identifies how many errors need to be rectified.

Error count for member.

The error that needs to be rectified.

Screenshot 1 shows the EASE interface for member Anil Kumar. The top navigation bar includes 'Select Pay Cycle', 'Employer Matching Exceptions', 'Member Matching Exceptions', 'Validation Issues' (with a red box around it and a callout), 'Review', and 'Primary and Submit'. Below the navigation, a message states: 'All data matching exceptions have been resolved now, but we found the following validation issues:'. The member details for Anil Kumar (DOB: 2010-08-08) are shown. A red box highlights the 'Validation Issues' section, which lists 'Anil Salary (Insurance)' with a value of 120919.3 and a 'Benefit Category' of AG15. A callout points to this entry, stating 'The error that needs to be rectified.' Other sections like Member, Employment, Contribution, Fund, and Employer are listed on the left with green checkmarks and arrows.

**ScreenShot 2**

Identifies number of pages.

You can download an error report.

Select **Next** once all errors have been rectified or to move to the review screen.

Screenshot 2 shows the EASE interface for member Sumit (DOB: 2014-08-08). The member details are shown at the top. Below, a list of validation issues is displayed for Member, Employment, Contribution, Fund, and Employer. At the bottom, a navigation bar includes 'Previous', 'First', 'Previous', '1', '2', 'Next', 'Last', 'Download', and 'Next' (with a red box around it and a callout). A callout points to the '1' in the pagination, stating 'Identifies number of pages.' Another callout points to the 'Download' button, stating 'You can download an error report.' A third callout points to the 'Next' button, stating 'Select **Next** once all errors have been rectified or to move to the review screen.'

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

## Review

- i. Review data uploaded.
- ii. Fix any remaining errors.
- iii. Select **Next**.

Review contributions from file uploaded.

Select **Next**.

## Summary and submit

- i. Fund breakdown – This provides fund details, count of members and total amount for each fund.
- ii. Payment summary – This provides a Payment Reference Number and payment method details.
- iii. Select **Confirm and Send**.

**Note:** You have the ability to **Save and Hold** should you want to **Confirm and Send** at a later date. This will, however, lock the contribution from any further changes.

Fund breakdown n.

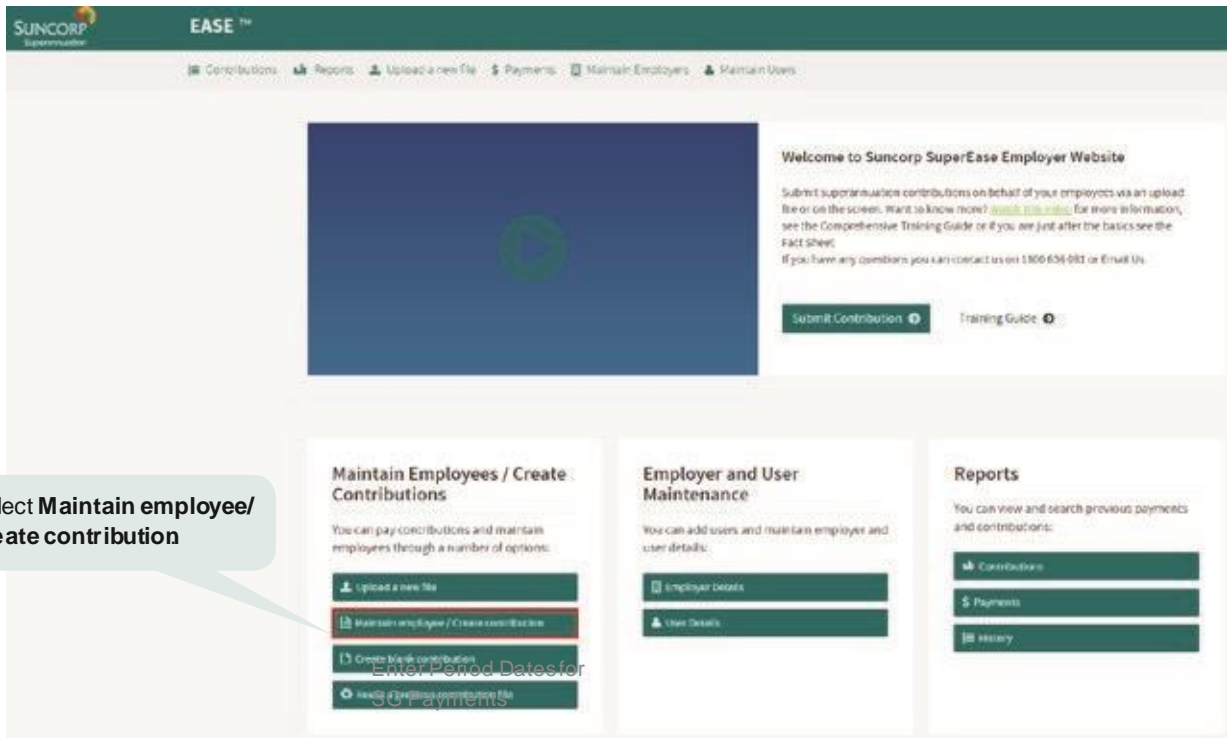
Payment summary.

Save and Hold.

Confirm and Send.

## Making manual contributions

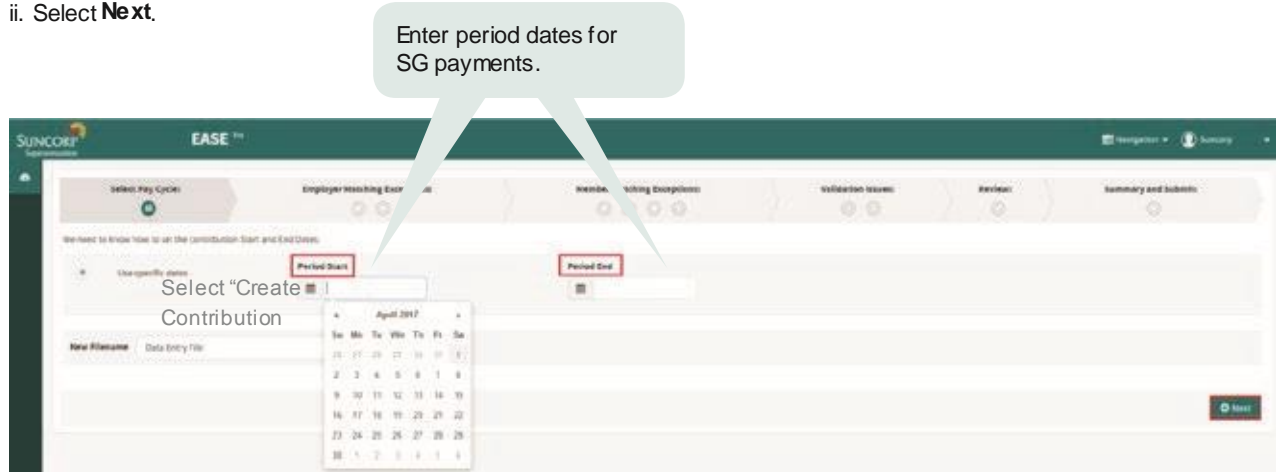
i. Select **Maintain employee/Create contribution**



### Select Pay Cycle

i. Enter **Period Start** and **Period End**

ii. Select **Next**.

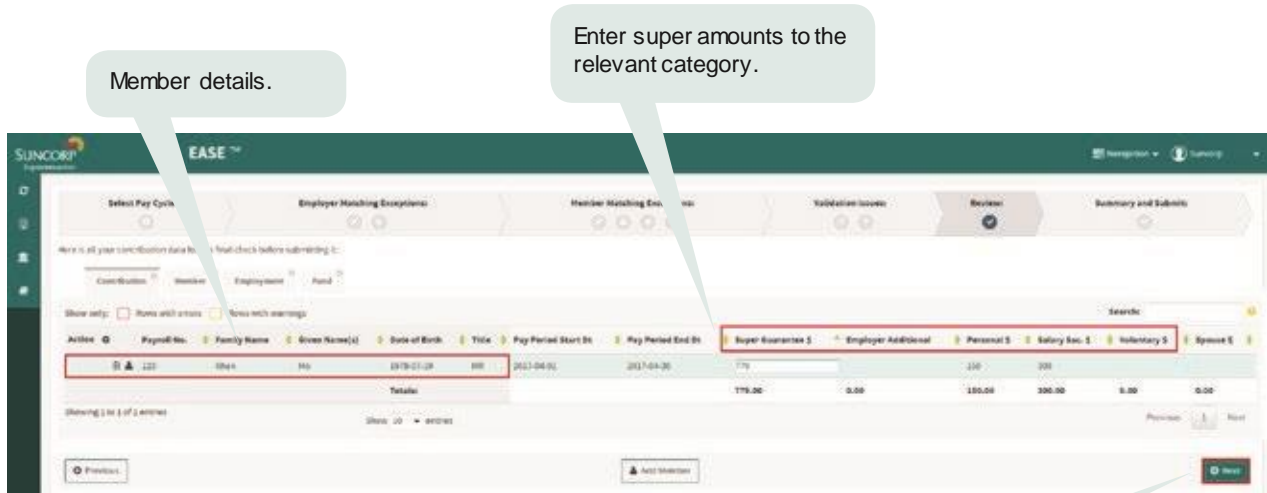


**Note:** This will automatically populate the contribution with all active employees. You can then go through and manually enter payment amounts.

### Enter superannuation amount

i. Enter payments.

ii. Select **Next**.



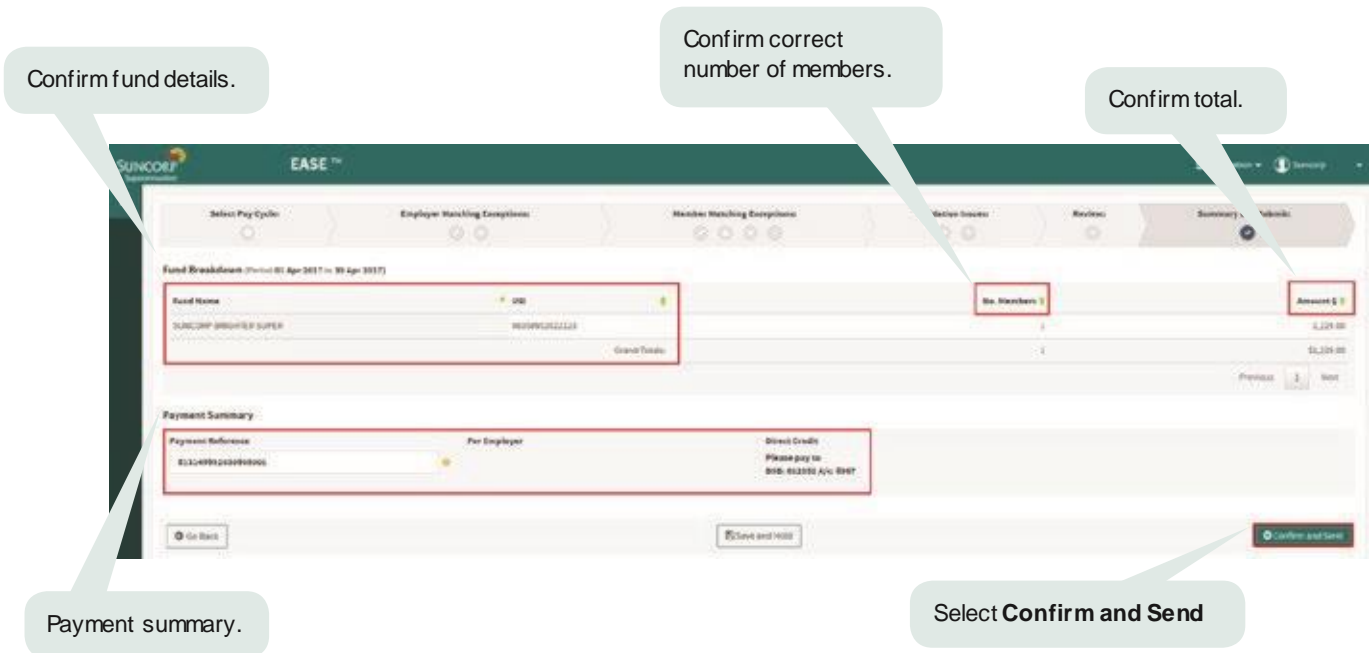
Select **Next**.

i. Confirm all information is correct.

ii. Select **Confirm and Send Summary and Submit**

**Note:** Payment summary – This gives you critical information:

- Payment Reference (this needs to be quoted when you are making the payment).
- Employers' name.
- Direct credit - The account details of where the funds need to be paid.



Select **Confirm and Send**

**Note:** If you are paying via Direct Credit, it is critical that the Payment Reference on this screen is the same Payment Reference attached to the payment from your financial institution. If the Payment Reference and amounts do not match, there will be a delay in funds being credited to members.



**Contact us for more information:**



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suncorp.com.au/super

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