EasyTransact
Managing refunds

Who

Users with Employer Master, Employer Clerical and Employer Viewer user roles can perform this action.

Refund from a fund

Sometimes, the super fund may need to refund contributions you've made because the employee is no longer a member of the fund or the accompanying data is invalid, preventing the contribution from being processed.

EasyTransact
Managing refunds

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Receiving refund notification

EasyTransact will send an automated email notification when a refund has been received from the fund or from PayClear.
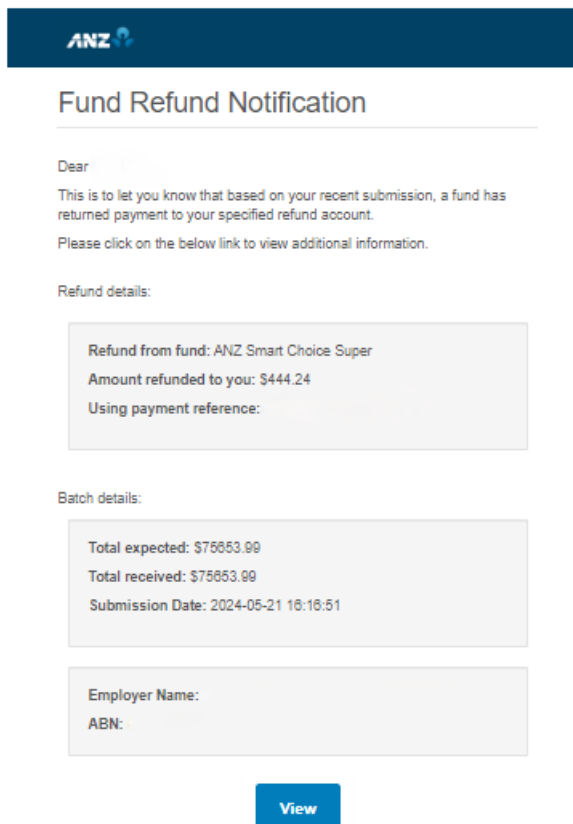
What you can expect when a fund issues a contribution refund:

- The refund will be deposited into your organisation's bank account from the fund.
- An email notification of the refund will be sent to the email address your organisation has nominated in the EasyTransact database.
- Further information about the refund will be sent to you from the fund via EasyTransact. For example, the employee it relates to and the reason for the refund will be visible in the initial contribution.

Note: This email provides the individual refund amount, the super fund returning the amount and the payment reference number. It will not include any member/employee information in either the email heading or body of the text.

Logging in

1. You've received a Refund Payment Notification. Click the **View** button.

The Log In page will display.

2. Log in to the portal.

The Contributions History screen will display all contributions you've submitted through EasyTransact

Examining the refund

Files that have a contribution response with an error and show a subsequent contribution refund amount will have a 'Fund Error Response' Status. Refunds are indicated with a red box counter under the **Issues** column and an amount in the **Refunded $** column.

1. In the **Contributions History** screen, you can filter for individual files that include refunds.

   Select the following filters and click **Apply Filter**:

   - Status = Fund Error Response
   - Date Filters = Choose timeframe

Files with refunds are listed in the contribution history results.

2. Take note of the total amount refunded in the **Refunded $** column.
3. For more information about how the refunded amount is made up and the issues that have resulted you can drill down into the detail. You have the option to:
   a. Click on the Grid icon in the **Actions** column or
   b. Click on the File name

Locating error details

1. After clicking through to the submission, the validation issues will be displayed. You can identify members whose contribution has been prevented from being processed and have had refunds and various other issues that have been reported by the Super Funds.
2. To view the refund reason, click on the > next to the red counter under "Fund."

Viewing the reason for the refund

The **Fund** tab will display a red border around the field in which the error occurred.

1. Place your pointer and hover directly over the field to read the pop-up message. This will provide you with the reason for the refund.
    *   **Note, you can download a report to view all the messages. Click on the Download button at the bottom of the page.**
2. You may have to speak directly with the employee to discuss what new information is needed to repay the contribution.

Investigating a refund through the reporting function

To get more information about the refund you can run a report.

1. In the **Reports** function, set the following filters and:

    *   Message Type = Contributions
    *   Feedback Severity = Error

2. Enter the Payment Reference Number (PRN) from the refund notification email in the **Payment Ref No** field or leave blank to search all refunds for the given date range. Click **Search**

The filtered messages summary will be displayed. A value in the Refund Amount column indicates a refund.

Date Initiated	No. of Member Events	No. of Contributions	Super Guarantee $	Personal Contribution $	Salary Sacrifice $	Other Amounts Total $	Total Contribution $	No. of Refunds	Refund Amount $	
02 Apr 2024	0	↻ 1	1,199.51				1,199.51	1	1,199.51	⤓

3. Click on the error line for the identified refund.

The Contribution Records summary for the selected error displays.

CONTRIBUTION RECORDS

Showing 1 to 1 of 1 entries   Search:

Family Name	Given Name	Date of Birth	Payroll No.	Fund Name	Member No.	Super Guarantee $	Personal Contribution $	Total Contribution $	Payment Ref. No.	Total Contribution $
				ANZ Smart Choice Super		1,199.51		1,199.51		

First   Previous   1   Next   Last

Close

4. Click again to expand the contribution record.

You now have the details required to investigate and resolve the refunded contribution. The Feedback section at the top of the page provides details of the error response.

Feedback

Standard Response Code	SUPER.GEN.GEN.22
Short Description	No Longer a member of Superannuation entity.
Detailed Description	Member Identifier {memberid} is no longer a member of Superannuation entity ABN {abn}.
Refund Amount ($)	1199.51
Refund Payment Total ($)	1199.51
Refund Payment Reference Number	

5. To download a report, go back to the message summary and click the download icon

Refer to **Appendix: Refund error messages** for error response codes you may encounter.

Receiving Failed Payment Notification

Refund from PayClear

If a payment is unable to be sent to a fund due to the fund being closed or the SMSF bank details being incorrect, your bank account may have a refund with a PRN beginning with PC – XXXXXX.

This is a direct bounce back from the bank.

You've received a Failed Payment Notification. Click the **View** button

The notification will provide which super fund or SMSF the payment was made to, the amount returned and the payment reference.

If you are unsure who or what this refund is for, you'll need to check the payments history reporting

1. Log in to EasyTransact.
2. Click on **$ Payments** in the Quick links toolbar.

The Payments History Reporting Screen will display.

3. Enter the Payment Reference Number (PRN) shown on the Bank Statement in the **Payment Ref No** field. and click **Search**.

Your filtered messages will display.

4. In the **Status** column you'll see there is a red X. This indicates that there has been a refund or issue with the payment.

5. Click the + expand button on the left side of the page to display more information.

6. Click the + expand button for **SMSF Payment Sent** and **APRA Fund Payment Sent** to view all payments sent and to see any refunds (those with a X).

These refunds will match the amount received in your refund bank account.

7. Click the + expand button for the **SMSF Payment Sent** tab to see the name of the fund.

8. Follow the standard refund process to resubmit these payments correctly and update your payroll with all new details for future use.

Email Notifications

To view all email notifications that have been sent, click on the Emails tab under Reports from the dashboard screen

You can view emails sent for within a given date range, for fund refund notifications the information will provide the employees payroll number, name, and email address.

Note: Manual refunds may be sent to you which will not appear here. This occurs where the super fund has returned the money to SuperChoice instead of the employer. The refund may be due to a fund closure or an SMSF bank account is incorrect or has been closed.

Appendix: Refund error messages

The following table outlines the SuperStream standard refund error response codes
you may encounter and recommended actions.

Follow your internal processes to correct errors in your payroll system.

Note: You can enter a manual one-off contribution in EasyTransact, if required.

Error Code	Detailed Description	Correct by…
SUPER.GEN.GEN.21	Member not found with supplied information	Contact the member/employee for updated fund information
SUPER.GEN.CNTRBTN.8	Eligibility issue preventing the contribution being processed. Contact superannuation entity for details	Contact the member/employee to advise them their fund does not accept multiple contribution types and update member/employee information as instructed
SUPER.GEN.CNTRBTN.5	Member TFN required for this contribution	Contact member/employee for updated information and correct
SUPER.GEN.GEN.21	Member not found with supplied information	Contact the employer for instructions and correct
SUPER.GEN.GEN.4	Mandatory data element not supplied	Contact the employee for the missing information and correct
SUPER.GEN.GEN.22	No longer a member of Superannuation entity	Contact the employee for the missing information and correct

Important information