Mercer

Changes to QuickSuper - addendum

Changes to QuickSuper

As part of the transfer of BT Super to Mercer Super you may notice some changes to the way you access and use QuickSuper.

This addendum is designed to help you navigate through the change of services between the BT QuickSuper portal and the Mercer QuickSuper portal.

A summary of these changes are outlined below.

You can find more detailed information about the Mercer QuickSuper portal here.

For further assistance please contact your Relationship Manager (if applicable), or call Mercer Super Helpline on **1800 682 525**, Monday-Friday, 8am-7pm (AEST/AEDT). Alternatively, you can email our support team at clearinghouse@esuper.com.au

Please note: You will have read-only access to BT QuickSuper for 12 months after the transfer to Mercer Super has been completed. Please ensure you retain your BT QuickSuper login details to access the read-only information as your new Mercer QuickSuper login will not allow you access to BT QuickSuper.

The read-only access to BT QuickSuper will allow you to search and extract reports. The reports run out of BT QuickSuper will reflect both the BT Super Member Number and Unique Superannuation Identifier (USI), as well as the Mercer Super Member Number and USI, against each member record.

If you are a BT QuickSuper user and you have not accessed the portal for more than 12 months prior to the transfer date (1 April 2023), you will not be transferred to the Mercer QuickSuper portal.

Making changes to Employer details

We're unable to automatically update our records following updates to QuickSuper. This means:

- As an employer if you need to make changes or updates to your contact details, you will need to contact Mercer Super as well as making the changes in QuickSuper. You can contact Mercer Super Helpline on **1800 682 525** between 8am – 7pm (AEST/AEDT), Monday to Friday.

- *For multi-employers only* – if you add a new business in QuickSuper, it will immediately be active in Mercer QuickSuper. However, you must also notify Mercer Super immediately via an email to your relationship manager, if applicable, or our dedicated support team at clearinghouse@esuper.com.au. If you don't notify Mercer Super when you send through a Member Registration Request (MRR) to create a new default member under your Fund, the MRR may be rejected because the sub-employer will not be known to Mercer Super.

  – When you add a new employer you will need to identify Mercer Super as a default fund to ensure new members and amendments are sent to the fund. You can do this in the "Fund Relationships" section.

Registering New Employees

Employee Fund choice

When setting up a new employee you will now be required to declare 'default' or 'non-default' fund.
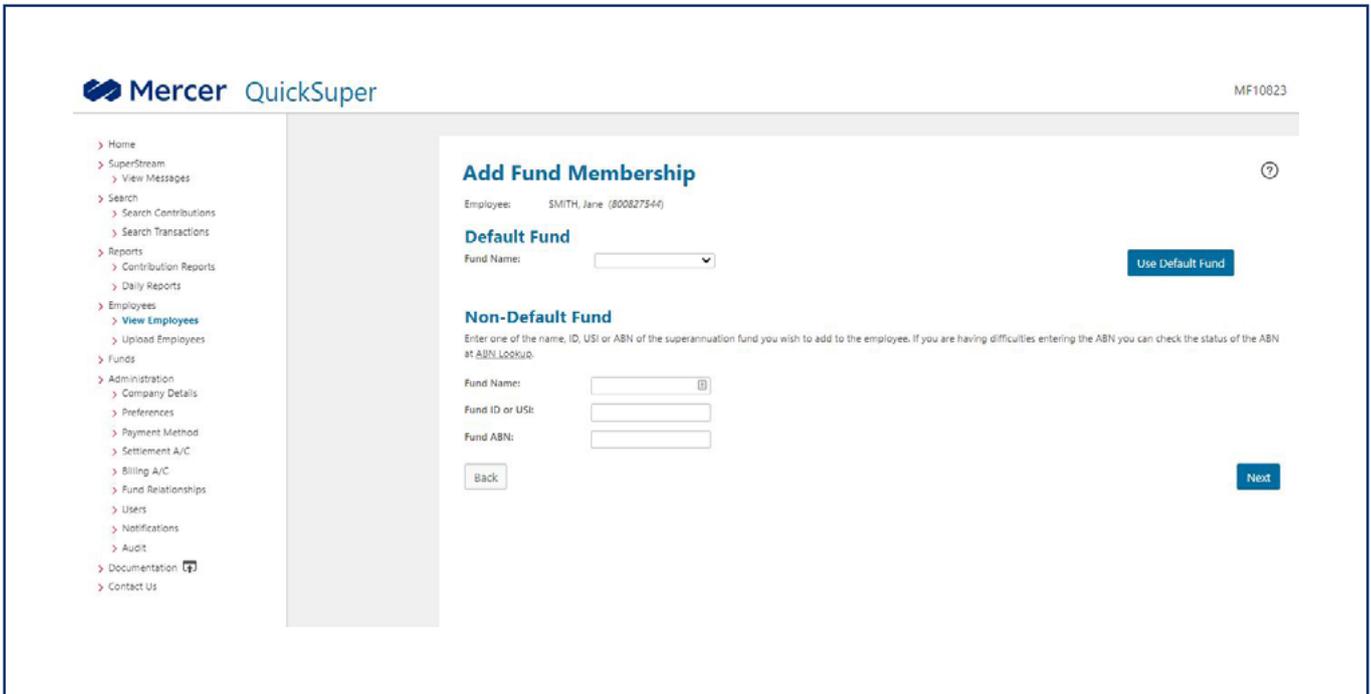
Additionally, the Member ID will not be automatically populated by Mercer Super. Initially, please select 'I don't have a member ID for this employee's fund'.
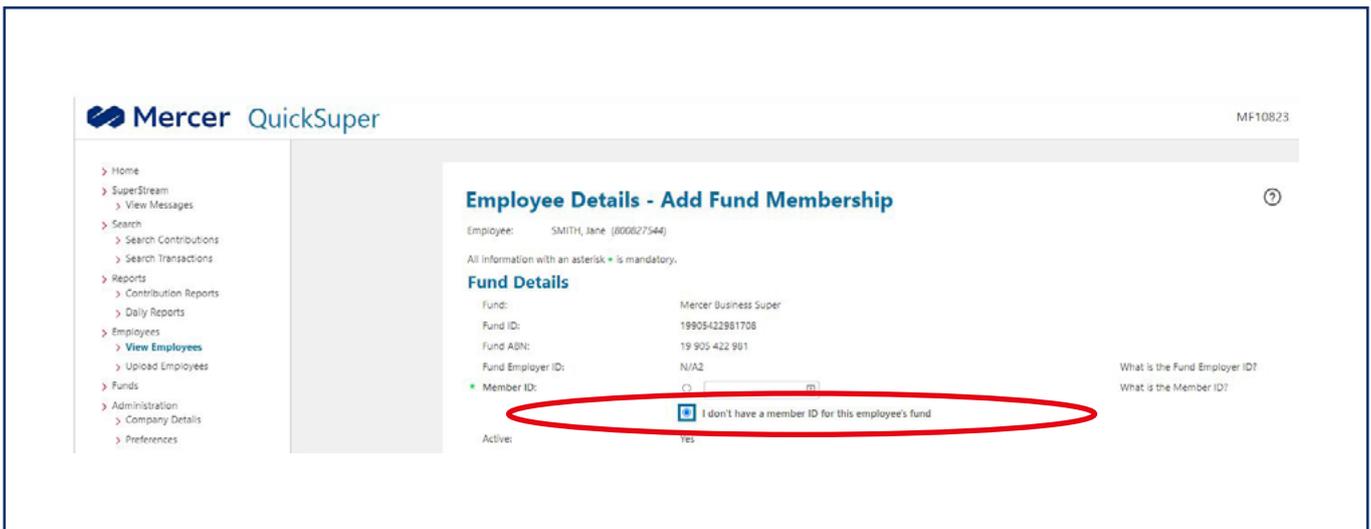
To obtain the Member ID download the daily report and manually update QuickSuper and/or your payroll system with the Member ID received in the Member Registration Outcome Response (MROR).

Those Member Numbers will be available sometime after the new employee has been applied to your Mercer Super Default Plan. For further information on this process, please see below.

Obtaining the Member ID of a newly registered employee

Up to five business days after adding a new member, you will be able to retrieve the new Member ID by following the below steps.

1. Log-in to Mercer QuickSuper and go to Reports > Daily Reports. Select 'SuperStream Response Report' and click 'Search'.
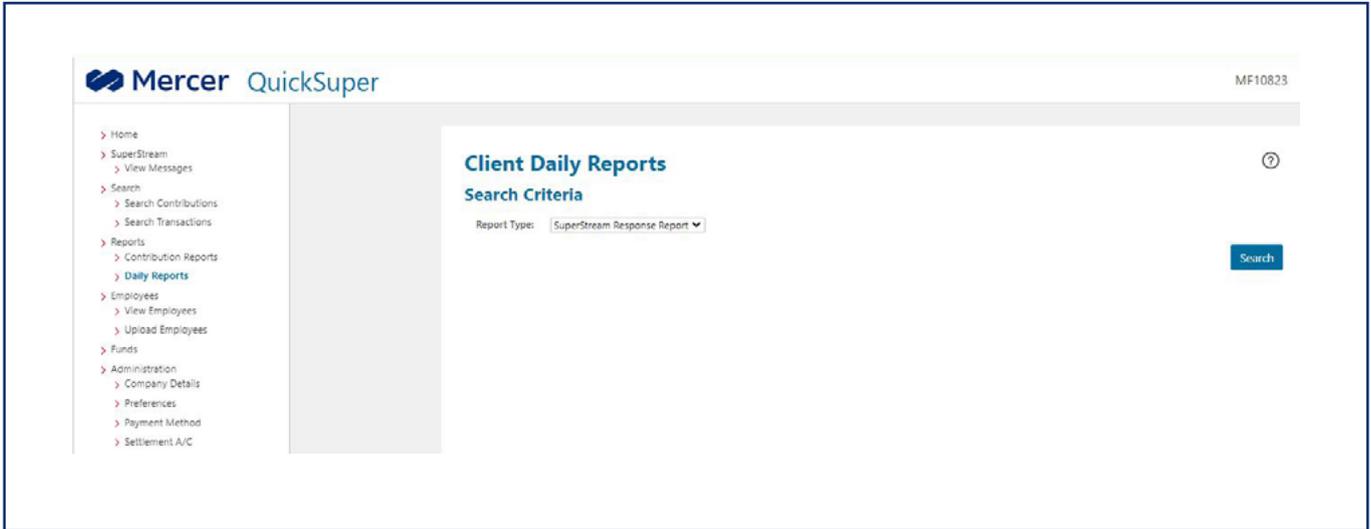
2. Click to download the relevant report. An excel spreadsheet including all contribution and new member responses from all funds will begin to download.
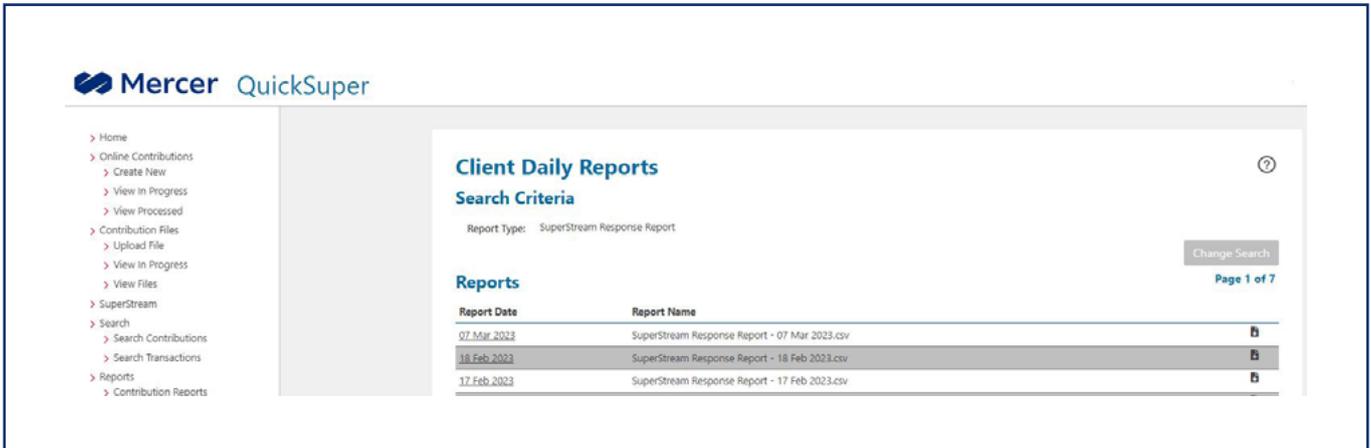
3. Column W – Returned Member ID - is where you will find the newly created Member ID.

Example of SuperStream Response Report providing Member IDs. This report may also include any information regarding returned contributions from choice funds.

Entering an employee's annualised salary, occupation rating code and benefit category details

It's important care is taken when entering these details as they may affect the insurances provided to employees. If a mistake is made or a field left blank, you can go back and amend the employee's record as required.

Note: the salary (exclusive of superannuation contributions) you enter for each employee should be their annualised salary, not the salary they receive each pay period.

Employee occupation

When setting up your employees in Mercer QuickSuper, instead of entering an occupation description as you did with BT QuickSuper, you will now need to enter an occupation rating code as per the table below:

Occupation description	Occupation rating code	Occupation rating description
1. Managers, Office workers, Doctors, Lawyers (white collar)	W	White Collar
2. Retail sales, Supervising manual workers (light blue collar)	L	Light Blue Collar
3. Trade Qualified, Moderate manual work (blue collar)	B	Blue Collar
4. Skilled manual workers, Unqualified workers (heavy blue collar)	H	Heavy Blue Collar
5. Unskilled workers and Hazardous Occupations	S	Special Risk
6. Professional: Tertiary qualified, earning over $100K per year for the last 3 years	P	Professional

Employee Address

* Address: 1 Street Address

* Suburb, State, Postcode: MELBOURNE   VIC, 3000

Begin typing a suburb or postcode to display matching values

* Country: Australia

Enter the country to display a list of matching values

Usage: Postal

Employment Details

* Payroll ID: 800827544

Employment Status:

* Employment Start Date: 01 Jan 2023   Format: 03 Oct 2012

* Occupation: W

Weekly Hours Worked:

At Work:

Benefit Category

There will no longer be a drop down for Benefit Category as there was with BT QuickSuper. Instead, Mercer Super will provide the Benefit Category codes, where applicable, once the data migration is completed.

Where relevant, your Mercer Super Relationship Manager will provide guidance about the Benefit Categories relevant to your Employer Plan. If you do not have a Mercer Super Relationship Manager, you can email our dedicated support team at mercersuper.employer.support@esuper.com.au.

It's important care is taken when entering these details as Benefit Categories, where relevant, will impact the benefits applicable to members of your Employer Plan.

How to download your migrated employee details

After transferring to Mercer Super, you can access the Mercer QuickSuper portal to receive the updated Member IDs for your employees. Depending on your superannuation solution you may have to update your payroll solution, or superannuation integration, with the updated Mercer Super Member IDs and USI.

Please see the below instructions outlining how to access these details.

Single employer facility

1. Login to Mercer QuickSuper. Click Employees > View Employees. Then click 'Export Employees'.
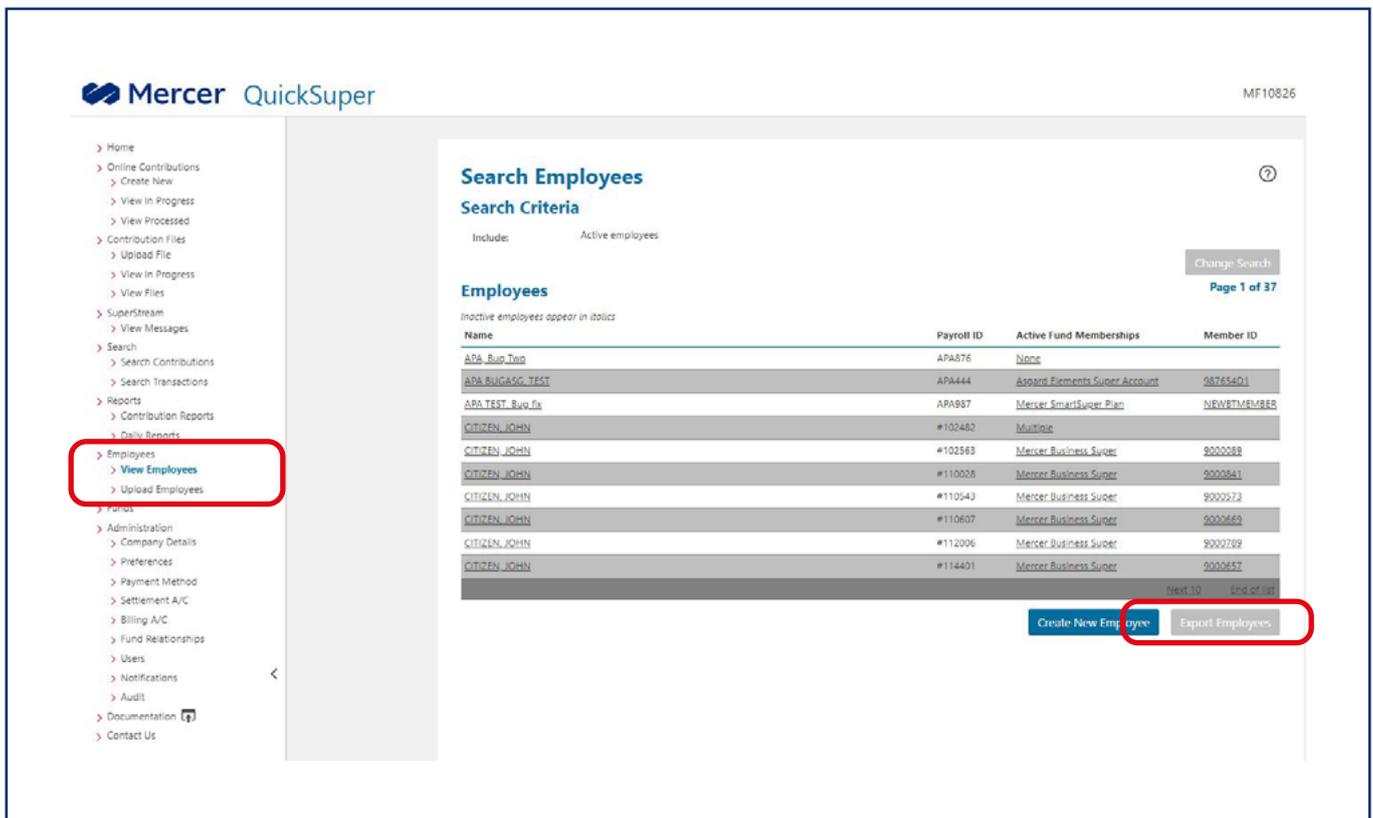
Multi-employer

1. Login to Mercer Super QuickSuper, Click Employers > View Employers. Select the employer and click 'View Details'.
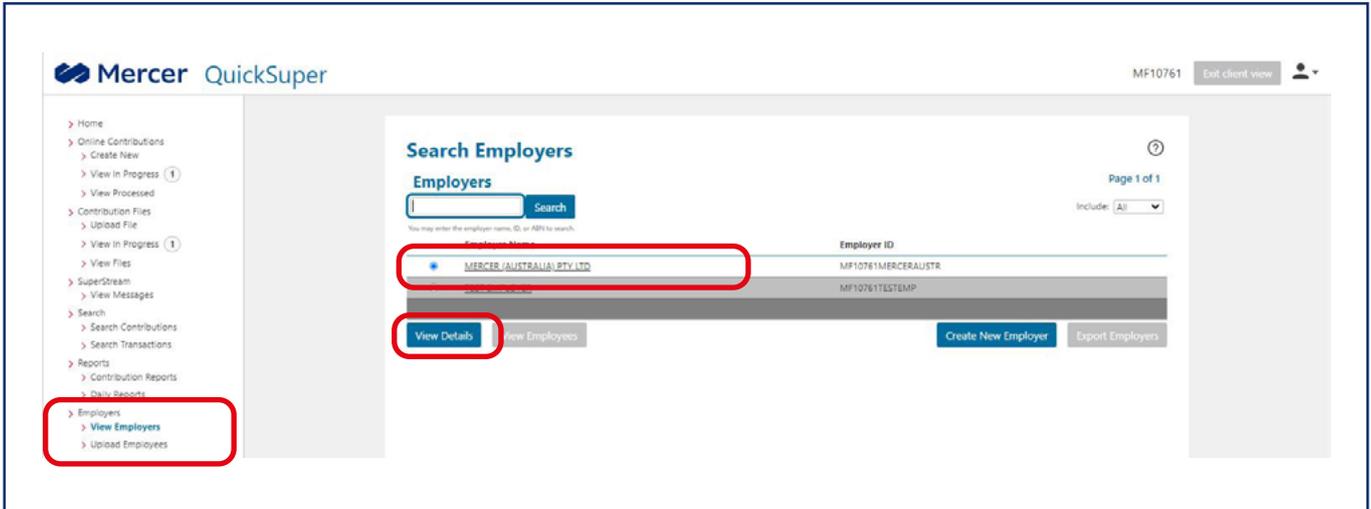
2. Click the Employees tab and then click 'Export Employees'. Repeat this for all employers linked to your login.
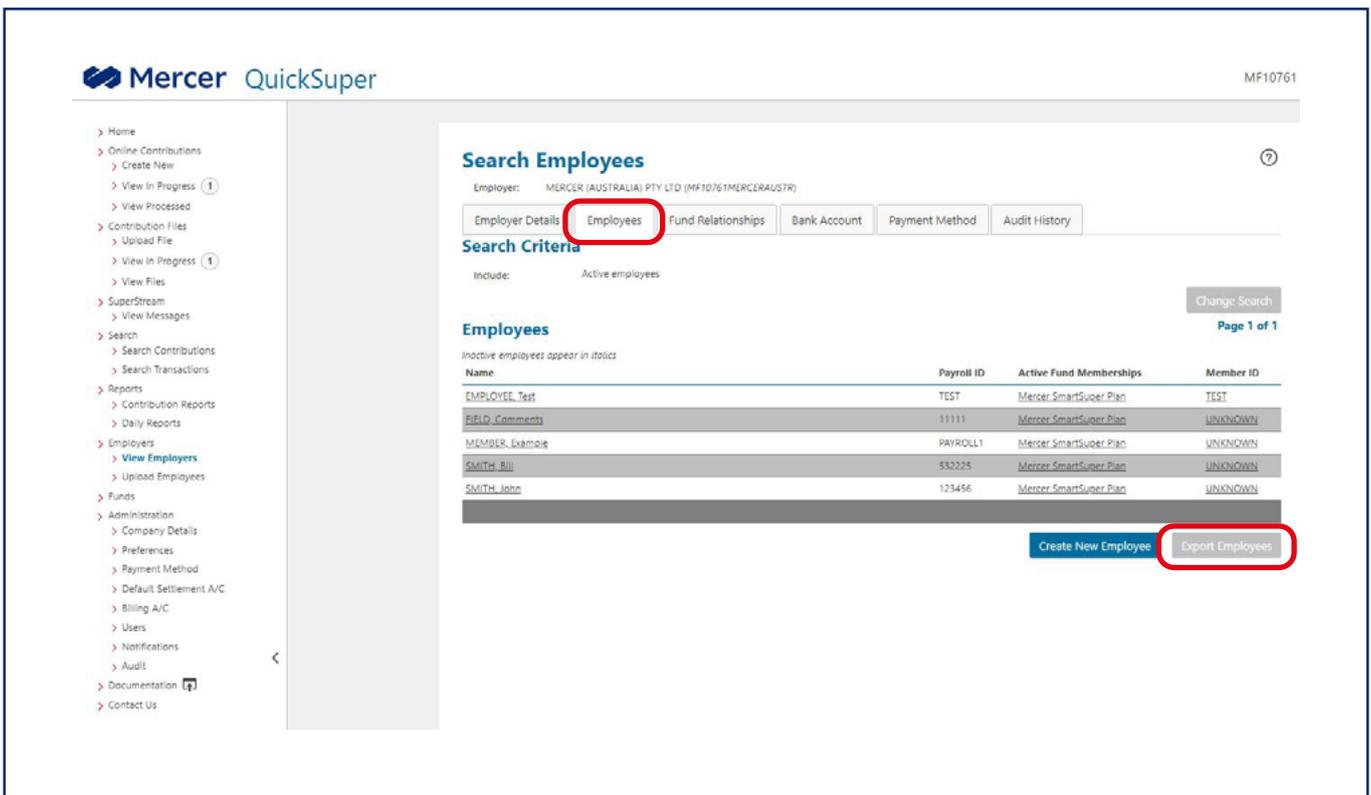
Further information

If you require further information please contact your Relationship Manager, if applicable, or call the Mercer Super Helpline on **1800 682 525**, Monday-Friday, 8am-7pm (AEST/AEDT). Alternatively, you can email our support team at clearinghouse@esuper.com.au.

A business of Marsh McLennan

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