HF:SuperStream

Note: To register and start receiving contribution data, you need to be on Simple Fund Version 2014.3 or later.

Warning: Your fund needs to be registered with BGL/Australia Post for the contribution data to flow electronically into the BGL software. Only providing the ESA to the employer without registering the fund may result into the contribution data being rejected and returned to the clearing house or payroll provider.

Overview

Background Information

This section contains general information about SuperStream. Click **[show]** for more information.

What is SuperStream?

SuperStream is the new standard for super transactions designed to improve the quality of data and improve processing efficiency for both employers and super funds. SuperStream Gateways will collect your contribution data from employers and distribute this data to your SMSF.

As part of this, all SMSFs must comply with the new data and e-commerce standard from 1 July 2014. This means that employers will be able to send superannuation contributions data to multiple funds in one standard electronic format, instead of sending information to separate funds in multiple formats.

SuperStream Gateway and Electronic Service Address (ESA)

BGL has partnered with Australia Post as our SuperStream Gateway.

Each gateway has a unique ESA which trustees need to pass on to the employer. The employer will then send the contribution data to that ESA.

Australia Post will receive the data from the employer. Simple Fund and SF360 will then retrieve the data from Australia Post.

Note: **All BGL clients must use Australia Post as their default gateway as Simple Fund and SF360 will not integrate with any other gateway provider. If you register with another gateway, you will not be able to load the SuperStream data into Simple Fund and SF360**.

Simple Fund and SF360 users are able to bulk register their funds faster through the software.

Which SMSF needs to register?

It is recommended that all SMSFs are ready to receive employer contributions in the new SuperStream format from 1 July 2014.

Exceptions

The new data standards do not apply to the following:

- SMSFs that do not receive contributions
- SMSFs that only receive contributions from a related party (e.g. if trustee is self-employed)

Accountant/Administrator - More Info

- Simple Fund 2014.2 or later allows you to register SMSFs for SuperStream.
- You need to register your clients with Australia Post through Simple Fund. If you register through Simple Fund, Australia Post will charge only $7 plus GST per fund per annum for the service.
- If your clients (SMSF trustees) register directly with Australia Post, they will be charged $50 plus GST for a 1-year subscription.
- Invoicing and renewals will be handled by Australia Post.
- Once the fund has been registered and an account has been created with Australia Post, you will need to provide your clients (SMSF trustees) with the following information:
- SMSF name
- ABN
- The BGL Electronic Service Address (ESA)
- BSB and Account Number

The SMSF trustees must pass on this information to their employer by' so that the employer can send the contribution data to the correct gateway.

- Contribution data will then be delivered to Australia Post. BGL will collect that for all your registered funds which can then be downloaded into Simple Fund.

What do I need to do now?

By now, you should have contacted your clients (SMSF trustees) and informed them of the new SuperStream requirements and that you are going to register them with Australia Post through the BGL software.

Simple Fund 2014.2 or later contains the following two letters that you can send to your trustees:

1. Trustee Notification Letter
2. Employer Notification Letter (containing the SMSF details and ESA)

How do I prepare the letters in Simple Fund?

1. Go to **Modules | Automated Processing | Superstream Letters**.

   Alternatively, if you wish to prepare the letters for the selected fund only, go to **Reports and Documents | Financial Reports | SuperStream**.

2. **Date Document?**

   Tick the box for Simple Fund to print the date on the letters. Otherwise, if you leave it unticked, the date field will be blank and you can manually input the date.
   Ensure the date is correct.

3. **For Multi Funds**

   Select Funds

   Click to select the funds for which you wish to prepare the letters.

   Click ***Select*** to confirm your selection.

   The number of funds will show next to **Select Funds**.

4. Click *Print* or click , or to export the document to PDF, Word or Excel.

    Note: If you have generated the letters from the **Automated Processing** screen, you will be provided with a Multi Fund Reporting Summary Report at the end with a list of the funds for which the letters have been created. The letters will be saved in the FUND folder located in the SFUND folder.

You can then follow the instructions in this help to bulk register funds to SuperStream.

Trustee - More Info

- Simple Fund Version 2014.2 or later enables SuperStream registration for your SMSF.
- Simple Fund will generate a file with your fund name and ABN. This file will be transferred to Australia Post.
- As the SMSF trustee, you need to have provided the following information to your employer to successfully transfer SuperStream data:
- SMSF name
- ABN
- The BGL Electronic Service Address (ESA)
- BSB and Account Number
- Contribution data is then delivered to Australia Post. BGL will collect SuperStream data from Australia Post for registered SMSF. You can then download the data into Simple Fund.
- In order for you to download the contribution data through Simple Fund, you need to register with Australia Post through Simple Fund. If you register through Simple Fund, Australia Post will charge only $7 plus GST per fund per annum for the service.
- If you register directly with Australia Post, the charge is $50 plus GST for a 1-year subscription.
- Invoicing and renewals will be handled by Australia Post.

What do I need to do now?

By now, you should already have sent the Employer Notification Letter to your employer to advise them of the SuperStream details.

How do I prepare the letters in Simple Fund?

1. Go to **Reports and Documents | Financial Reports | SuperStream**.
2. Put a **1** next to the Employer Notification Letter.
3. **Date Document?**
   Tick the box for Simple Fund to print the date on the letters. Otherwise, if you leave it unticked, the date field will be blank and you can manually input the date.
   Ensure the date is correct.
4. Click ***Print*** or click , or to export the document to PDF, Word or Excel.

You can then register your fund with Australia Post through the SuperStream screen in Simple Fund.

For more information on SuperStream, refer to the **ATO's website**.

Purpose

The SuperStream screen allows you to register fund(s) with Australia Post so that contribution data can come through directly into Simple Fund.

Pre-requisites

1. Please ensure the following sites are allowed in your Internet Browser security settings:
2. https://superstream.sf360.com.au
3. https://smsf-gateway-auspost.com.au/BGL-Login

4. The fund also needs to have an ABN attached under **Fund Details | Details** before you can register it with Australia Post.

5. You need to be on Simple Fund Version 2014.2 or later and the fund also needs to be on Version 2014.2 or later in the **Fund Selection** screen.

If the fund has not been updated, tick the box to the left of the fund and click ***Update***.

Screen Access

From the Simple Fund Explorer, click **SuperStream**.

You can access the ATO Super Choice Form by clicking on the icon.

This form allows employees to advise their employer of their choice of super fund.

Account Registration/Details

This tab goes through the following processes:

1. Registering an Account for the First Time
2. Account Activation
3. Changing Your Registration Details

Registering an Account for the First Time

You only need to register once for your firm.

Please ensure you fill in **ALL** the fields as they are **ALL** mandatory and are required by Australia Post.

Note:

- An address is required for future correspondence from Australia Post, for example, for Registration Renewal Notifications.
- The Email address will be the account login and will be used as the primary contact for the account.
- The Password is **not** stored in Simple Fund. You will need to input the password to log in to the Australia Post website.

Tick the **I have read and accept the Terms and Conditions*** check box and then click **Create Account**.

Note: If you cannot see the **Create Account** icon, it is possible that you may need to adjust your monitor display settings. Refer to **FAQ 12213** for instructions on how to adjust the display settings. If this does not work, check your screen resolution.

To abort the registration process, click **Cancel**.

Account Activation

Once you have successfully registered, you will be taken to the **Fund Registration** tab.

You will also receive a confirmation email from Australia Post which contains an activation link.

Note: If you do not receive any email from Australia Post after a few hours, you will need to check with your network administrator that emails from Australia Post are not being blocked. Refer to **FAQ 16666** for more information.

Click on the link to activate your account.

You will be taken to the Australia Post SMSF gateway service webpage.

The email address will be pre-populated. You need to input the password that you used when creating the account in Simple Fund. Click **Login**.

Once logged in, the following screen will come up.

Since no fund has been registered yet, the **List of funds associated with your account** with your account will be empty.

Warning: Do not click **Add a fund** on this page to register any fund with Australia Post. Funds registered through the Australia Post website will not be updated in Simple Fund and you will not be able to get contribution data for these funds through Simple Fund. To register a fund, go to the **SuperStream >> Fund Registration** tab in Simple Fund.

Changing Your Registration Details

The account details stored in Simple Fund are purely cosmetic. Any changes made do not get sent to Australia Post. If you wish to change the Account Details, this must be done via Australia Post's website: https://smsf-gateway-auspost.com.au/.

Note: Any changes made via Australia Post's website must be manually updated in Simple Fund.

Click **Change Registration Details** next to Registered Email to amend the details.

Click **Save Changes** to confirm any changes made or click **Cancel** to abort the changes.

Fund Registration

Simple Fund displays all the funds with an attached ABN. If a fund is missing from the list, you need to ensure that the ABN has been entered under **Fund Details | Details** for that fund.

If a fund has been migrated to SF360, it will also not be on that list.

This tab goes through the following processes:

1. Register/Payment
2. Cancel Registration
3. Re-Registering a Cancelled Fund for SuperStream
4. Renewing a Registration
5. Check for Pending Request(s)
6. Statuses

Register/Payment

Select the fund(s) you wish to register by ticking the box to the left of the fund(s).

To select all the funds, click ***Select All***.

To clear all the funds that have been selected, click ***Clear All***.

Click **Register/Payment** to register the fund with Australia Post.

After you register the fund in Simple Fund, the status will change to **Awaiting Confirmation** and then to **Pending Payment**. You will need to process a payment on the Australia Post website and an invoice will be sent to the email address used during registration. You can click the link under the **Account Details** tab to access the Australia Post SMSF Gateway Service website where you will need to input your email address and password to log in.

Ensure you are in the **Make a payment** screen. Select the fund(s) you wish to register and then click **Continue>**.

Enter the payment details and once the payment has been processed, the status will change to **Registered** and the expiry date will be displayed in Simple Fund.

Note: After processing the payment, the status may not change to **Registered** immediately. There may be a slight delay. If the status does not change to **Registered**, click **Check for Pending Request(s)** to update the status.

If the Status is other than **Not Registered**, the ABN is greyed out under **Fund Details | Details**. You can change the fund by clicking into the **Fund Code**.

Cancel Registration

To cancel registration for a fund, tick the box to the left of the fund and click **Cancel Registration**.

Only funds with the following statuses can be cancelled:

- Pending Payment
- Registered
- Registration Expired

The status will change to **Awaiting Cancellation** until Australia Post processes the cancellation. The status will then change to **Cancelled**.

Note: No refund will be provided by Australia Post for any cancellation once payment has been processed.

Re-Registering a Cancelled Fund for SuperStream

Once a registration has been processed and paid for SuperStream with Australia Post and you cancel the registration, you can re-register that fund through Simple Fund if required in the future.

Renewing a Registration

The Expiry Date will display in red one month prior to the expiry date.

Refer to **FAQ 17281** for more information.

Check for Pending Request(s)

Click for Simple Fund to refresh the statuses of the funds if any changes have been processed by Australia Post.

For example, if you have registered a fund and payment has been successfully processed through Australia Post's website, you need to click **Check for Pending Request(s)** in the SuperStream screen in Simple Fund for the Status to change to **Registered**.

View

This allows you to filter the funds to display. For example, you can filter the list of funds to show only **Registered** funds.

Statuses

The following table lists the different types of status that you may come across when registering a fund for SuperStream in Simple Fund.

Status	Meaning
Awaiting Cancellation	Waiting for Australia Post to cancel the registration.
Cancelled	The registration for this fund has been cancelled.
Pending Payment	You need to process a payment for this fund.
Registration Expired	The registration for this fund has expired. You need to renew the subscription.
	Fund has been sent to Australia Post for registration.

Awaiting Confirmation	
Not Registered	All funds will initially have this status.
Registered	Fund has been added to the Australia Post Gateway and can receive contribution data.
Registration Failed	An error has been encountered during registration. An error message will display on-screen to advise you of any issues. Once the issue has been fixed, the fund needs to be resent for registration.

Upload Data

Upload Options

Upload Contribution & Rollover Data

This option should be selected where the contribution transactions have already been downloaded into Simple Fund from another source (e.g. BGL Bank Data Service or Bank Feed) or have been manually coded. This option will **NOT** upload any transactions to the ledger. Instead, this option will use the SuperStream data to generate a contribution comparison report to check the existence and completeness of all contribution transactions against the SuperStream data.

Upload Contribution & Rollover Data and create Transactions

Selecting this option will upload and create contribution transactions in the ledger.

Warning: Selecting this option, where contribution transactions have already been brought in via another upload source, will cause duplication.

The transactions posted are:

Dr Bank

Cr Contribution income

In addition, as part of the transaction creation process, the system will automatically create the SMSF Bank account in the Banks screen and Chart of Accounts if this bank account has not already been set up. You also have the option for Simple Fund to create the member account in the **Members** screen by selecting the **Automatically create member accounts?** option under **Advanced Options**.

Download Period:

Select the financial year from the drop-down list.

Advanced Options	
Upload future period transactions?	Select this check box to load future transactions from the upload file which do not fall within the **Download Period** selected.
Prepare Data In report?	Select this check box for Simple Fund to prepare a report which lists the funds for which data has been successfully uploaded
Use transaction upload validation screen?	Select this check box to view the Transaction Upload Validation screen to allow you to review any validation errors.
Automatically create	Select this box for Simple Fund to automatically add the individual to the People

member accounts?	database and create a member account for that person if the person doesn't already exist. Simple Fund will try to match the TFN of the individual with existing members first. If no match is found, Simple Fund will create the member account. **Note**: This option does **NOT** apply if **Upload Contribution & Rollover Data** has been selected under **Upload Options**.
Select Funds to Exclude	Click to select the funds to exclude from the upload and click to confirm your selection.

Upload Data

Upload

Click to upload data based on the upload and/or advanced options selected.

Note: when uploading super stream data ensure no other users are in other funds. Simple fund will not upload contribution information for funds which other users are working on.

The following message will display to advise that the contribution data has been downloaded into Simple Fund and you can view a comparison report.

Click **OK** to proceed.

A **Multi Fund Data Upload Summary Report** will be generated to display the following information:

- Registered Funds with Transactions Uploaded
- Registered Funds with No Transactions Uploaded
- Funds not registered with SuperStream

If you have selected **Upload Contribution & Rollover Data and create Transactions** under **Upload Options**, the SuperStream Transaction Upload Summary screen will display. Refer to the **SuperStream Transaction Upload Summary help** for more information.

The following is an example of the transactions created by Simple Fund:

Previous Uploads

Click **Previous Uploads** to reverse transactions uploaded through SuperStream for the currently selected fund(s). You will be taken to the **Previous Transaction Uploads** screen to select which set of transactions to reverse.

Transaction Review and Matching

> **Note**: If Data Import Rules have already been set up to automatically filter and code contribution transactions each time a bank upload is processed, you do not have to use Transaction Matching and Review as the transactions should already be coded to the respective contribution accounts with the set of data import rules in place.

From Simple Fund Version 2015.0, users are able to automatically match off bank transactions downloaded via the BGL Bank Data Service or any other bank data upload against the contribution data from SuperStream.

As the bank transactions from the bank data uploads are initially posted to the 998 clearing account, Transaction Review allows users to code those transactions from Account 998 to the appropriate contribution accounts.

Before using the Transaction Review feature, contribution data must first be downloaded from the SuperStream Gateway using the **Upload Contribution & Rollover Data** option above. This is required for Simple Fund to be able to match off the transactions in the Transaction Review screen.

Transaction Review can be accessed in the following ways:

- Single Fund - **Data In/Out | Transaction Review**
- Multi Fund - **Modules | Transaction Review**

Basic Mode

From the Transaction Review screen, select the fund(s) and input the period.

Under Matching Criteria, select **SuperStream**.

This will list all contribution data downloaded from the SuperStream Gateway.

Based on the date and amount, Simple Fund will try to match the contribution data from SuperStream and the bank transactions recorded to Account 998 from any bank uploads.

The contribution transactions will be automatically matched and allocated to existing accumulation members.

Matched transactions will be highlighted in green.

Once you have matched all the transactions, select ***Save***.

Advanced Mode

To access the Advanced settings, select **Switch to Advanced Mode**.

The Advanced section allows users to customise the tolerance days and amount.

Users can choose to have the system automatically create member accounts if there are no existing Accumulation member accounts available. This check box is ticked by default.

Clicking the Allocate button will then match the transactions based on the additional Advanced Options selected.

Once you have matched all the transactions, select ***Save***.

Reports

From this screen, you can prepare reports for a particular fund or multiple funds.

Select Funds

Click to select a fund or multiple funds.

Fund Employer Contributions Report

This report displays all contributions recorded in the **Transactions** screen for the selected fund(s) and transaction period. This report will assist you in determining which fund(s) are still receiving contributions.

By default, the **Transaction Period** picks up the dates you have under **Administration | Defaults | Reporting**.

You can change the financial year to the year required.

Fund Registration Status Report

This report displays the SuperStream Registration status for the selected fund(s).

Select the status to display in the report by ticking the box(es).

For example, to view a list of funds that require payment, tick the **Pending Payment** box.

Note: Only funds with an ABN attached will display in the report.

You can click to preview the report or click ***Print***, , , ***Export to PDF, Word or Excel***.

Contributions Comparison Report

This report compares all contributions recorded in the **Transactions** screen against the data downloaded from SuperStream on a yearly basis. This allows users to check whether all contributions have been correctly recorded during a financial year and match the SuperStream data.

The report is divided into Simple Fund and SuperStream data and contains the following information:

- Fund Code and Name
- Member Name
- Transaction Date
- Type of Contribution

Any contribution amount not matching will be displayed in red.

Letters

I am an Accountant
I am a Trustee

Accountant

By now, you should have contacted your clients (SMSF trustees) and informed them of the new SuperStream requirements and that you are going to register them with Australia Post through the BGL software.

Simple Fund 2014.2 and later provides you with the following two letters that you can send to the trustees:

1. Trustee Notification Letter
2. Employer Notification Letter (containing the SMSF details and ESA)

To prepare the letters:

1. Go to **Modules | Automated Processing | Superstream Letters**.

   Alternatively, if you wish to prepare the letters for the selected fund only, go to **Reports and Documents | Financial Reports | SuperStream**.

2. **Date Document?**

   Tick the box for Simple Fund to print the date on the letters. Otherwise, if you leave it unticked, the date field will be blank and you can manually input the date.
   Ensure the date is correct.

3. **For Multi Funds**

   Click **Select Funds** to select the funds for which you wish to prepare the letters.

   Click ***Select*** to confirm your selection.

   The number of funds will show next to **Select Funds**.

4. Click **_Print_** or click , or to export the document to PDF, Word or Excel.

Note: Preparing the letters from the **Automated Processing** screen will generate a Multi Fund Reporting Summary Report at the end with a list of the funds for which the letters have been created. The letters will be saved in the FUND folder located in the SFUND folder.

Trustee

By now, you should already have sent the Employer Notification Letter to your employer to advise them of the SuperStream details.

To prepare the letter in Simple Fund:

1. Go to **Reports and Documents | Financial Reports | SuperStream**.
2. Put a **1** next to the Employer Notification Letter.
3. **Date Document?**
   Tick the box for Simple Fund to print the date on the letters. Otherwise, if you leave it unticked, the date field will be blank and you can manually input the date.
   Ensure the date is correct.

4. Click **_Print_** or click , or to export the document to PDF, Word or Excel.

Schedule Tasks

From Simple Fund 2015.0, you can schedule a task to automatically download and upload contribution data in Simple Fund on a daily basis. The task will run automatically and unattended at the time scheduled. This task will be run for all funds registered for SuperStream.

Warning: Ensure that the automatic feed starts at a time when no user is using these funds to avoid any conflict in the database tables and to prevent errors from occurring during the upload process.

To schedule the feed, you need to go to **Modules | Automated Processing | Schedule Tasks** and click the **SuperStream** tab.

There are two ways to use the Daily Automatic Feed:

1. **Through Windows Scheduler**
    1. Before you use this, it is highly recommended that you use the Multi Fund download first, so that each fund has a Last Upload date. The Automatic Feed will download transactions from the last download date.
    2. Go to **Automated Processing | Schedule Tasks | SuperStream**. Tick the **Use Daily Automatic Feed?** check box.
    3. Select one of the ^ScheduledTask from the drop-down list next to **User Name**.
    4. Select a **Download time** when you want the Automatic feed to run e.g. 2am in **Simple Fund**.
    5. Tick the **Use Windows Scheduler** box.
    6. Click **Save Changes**.

7. The following screen will display for you to enter the Windows scheduling details.

8. **Simple Fund** will default the **Start Time** to five minutes earlier than the **Download time**. The **Start Time** is when Windows will open **Simple Fund**.
9. You do not need to be logged in to **Simple Fund** for the scheduler to work. Windows will automatically open the **Simple Fund** at the **Start Time** specified above and **Simple Fund** will then download and upload the transactions at the selected **Download time** for the selected funds.

2. **With Simple Fund Open**

   Note: You need to be logged in as the selected user and leave **Simple Fund** open.

   1. Before you use this, it is highly recommended that you use the Multi Fund download first, so that each fund has a Last Upload date. The Automatic Feed will download transactions from the last download date.
   2. Tick the **Use Daily Automatic Feed?** check box.
   3. Select the user from the drop-down list.

      Note: You should select a **Simple Fund** username at the end of the list and **NOT** one of the ^Scheduledtask users.

   4. Select the time you want the Automatic feed to run e.g. 2am

5. Ensure that **Use Windows Scheduler** is unticked.
6. Click **Save Changes**.

7. You need to leave **Simple Fund open** and **ensure that you have logged in as the selected Simple Fund** user.
8. **Simple Fund** will then download and upload the transactions at the selected time for the selected funds.

Upload Options

Upload Contribution & Rollover Data

This option should be selected where the contribution transactions have already been downloaded into Simple Fund from another source (e.g. BGL Bank Data Service or Bank Feed) or have been manually coded. This option will **NOT** upload any transactions to the ledger. Instead, this option will use the SuperStream data to generate a contribution comparison report to check the existence and completeness of all contribution transactions against the SuperStream data.

Upload Contribution & Rollover Data and create Transactions

Selecting this option will upload and create contribution transactions in the ledger.

Warning: Selecting this option, where contribution transactions have already been brought in via another upload source, will cause duplication.

The transactions posted are:

Dr Bank

Cr Contribution income

In addition, as part of the transaction creation process, the system will automatically create the SMSF Bank account in the Banks screen and Chart of Accounts if this bank account has not already been set up. You also have the option for Simple Fund to create the member account in the **Members** screen by ticking the **Automatically create member accounts?** option.

Error Messages

This section goes through how to troubleshoot possible error messages that may come up while using the SuperStream screen.

Error Message 1: Download data error. Get fund status error. The operation timed out.

Error Message 2: Download data error. Get fund status error. The server name or address could not be resolved.

Error Message 3: Entity code is empty in Register Funds tab.

Error Message 4: Cannot Re-register a fund that was previously cancelled.

Error Message 5: Register customer error. Rate limit exceeded, try again later.

Error Message 6: Funds not registered showing as cancelled

Error Message 7: Download data error. Get fund status error. A connection with the server could not be established.

Error Message 1: Download data error. Get fund status error. The operation timed out.

This error may come up if your internet connection is too slow.

You will need to check your internet connection.

If this error occurs repeatedly, contact BGL Support on 1300 654 401.

Error Message 2: Download data error. Get fund status error. The server name or address could not be resolved.

Error Message 2: Download data error. Get fund status error. The server name oraddress could not be resolved.

You will need to check the following:

a. If you connect to the internet through a proxy, ensure that the *Connect using a proxy server?'* check box in **Administration | Default | Tasks/Help** is ticked.
   If you have a username and password to connect to the proxy server, you will need to enter these details. You can click on **Test Connection** to check if you can connect to internet.
   If the proxy details are correct, the following message will come up:

   You can click **Save Proxy Settings** to save the current proxy settings.
   If the proxy details are incorrect, the following message will come up:

   You will need to fix the proxy server details you have entered.
b. You also need to ensure the following websites are trusted within your proxy server. Please contact your network administrator and provide him with the following sites to be added:
c. https://superstream.sf360.com.au
d. https://smsf-gateway-auspost.com.au/BGL-Login

Error Message 3: Entity code is empty in Register Funds tab.

Refer to the following help: **SuperStream Additional Registration Information**

Error Message 4: Cannot Re-register a fund that was previously cancelled.

Once registration and payment have been processed and you cancel the registration, you will not be able to re-register that fund through Simple Fund or the Australia Post website.

If you register the cancelled fund through Simple Fund, the fund will be assigned the Status: Registration Failed with the following message:

Request data validation failure.

abn: The supplied ABN is an already recorded against the customer with status = de-registered. Please contact APSMSF support to re-register.

You will need to email the Australia Post SMSF Gateway Team at superannuation@auspost.com.au to re-register a fund which has previously been deregistered. At this stage, this cannot be done through either Simple Fund or the Australia Post SMSF Gateway service website.

Error Message 5: Register customer error. Rate limit exceeded, try again later.

When trying to create an account or registering a fund with Australia Post, the following error comes up:

Register customer error. Rate limit exceeded, try again later. Refer to the X-Ratelimit- response headers*

Please try to create the account or register the fund again in a few hours' time.

Error Message 6: Funds not registered showing as cancelled

If a fund that you have not registered for SuperStream appears with the status "Cancelled" instead of "Not Registered" notify BGL Support on 1300 654 401.

When contacting BGL Support, have your **Fund Registration Status Report** and the **SuperStream Log** ready.

To access the Fund Registration Status Report: Select Data In/Out >> SuperStream >> Reports tab.

To access the SuperStream Log: Locate your SFUND folder >> Select the DATAIN folder >> SuperStream folder >> Save the log file.

Error Message 7: Download data error. Get fund status error. A connection with the server could not be established.

This may require enabling TLS 1.1 and TLS 1.2 as the default secure protocols in WinHTTP in Windows. Simple Fund requires this in order to connect to the Superstream web service.

Before proceeding ahead, please make sure that the error you receive is not any of the following mentioned in this web page.

1. Ensure that Windows 7 Service Pack 1 is installed.

   Windows 7 Service Pack 1

   For instructions on how to determine this see:

   Which version of Windows operating system am I running? for instructions on how to determine this.

   Additionally, note if you are running a 32-bit or 64-bit version of Windows 7.
2. Locate the following two ?.dll? files and ensure they have the following versions:

   The versions indicated above are the minimum versions required. A version greater than the indicated versions is fine.

Error Message 7: Download data error. Get fund status error. A connection with theserver could not be established.

3. If either of the above .dlls is less than the versions indicated above, please refer to the following knowledgebase articles to update them:

   32-bit: https://www.microsoft.com/en-us/download/details.aspx?id=52916

   64-bit: https://www.microsoft.com/en-us/download/details.aspx?id=52912

   Reboot your machine after applying the update in the above-linked knowledge base article.

4. Download the following registration file and apply it to your system:

   Registration file (Right click > Save As)

Common Queries

The following is a list of common questions from clients:

1. Which gateway should I register with?
2. What is the Electronic Service Address?
3. What should I do now?
4. What are the costs involved?
5. Who will be handling the invoicing and payment?
6. How do I renew my registration?
7. Will I be able to cancel my registration?
8. What happens if I migrate my fund from Simple Fund SF360?
9. How to add additional recipients so that they can receive a copy of the transaction information?
10. I am using another SMSF software that does not have a registered gateway, can I register with Australia Post?
11. Which gateway does the employer need to choose from the list?
12. I have received a fund from another accountant who has already registered for the Australia Post gateway for SuperStream? What do I need to do?
13. The fund was registered through a trustee account or directly through the Australia Post website and you wish to move the registration under your firm account in Simple Fund in order to receive contribution data.
14. A fund has been registered for Superstream through Simple Fund but is not receiving any contribution data or transaction

Which gateway should I register with?

BGL has partnered with Australia Post as our SuperStream Gateway.

This means that Simple Fund and SF360 will only integrate with that gateway. For your data to flow through into Simple Fund and SF360, you need to register with Australia Post.

BGL will release Simple Fund and SF360 updates in May for you to easily and quickly register your funds in bulk with Australia Post within the software.

What should I do now?

As the accountant/administrator, it is recommended that you contact your clients (SMSF trustees) now and inform them of the new SuperStream requirements. You can let them know that you will be registering them with Australia Post through the BGL software and providing them with the necessary information for them to pass on to their employers.

Simple Fund Version 2014.2 allows you to register your clients in bulk with Australia Post through Simple Fund.

If you are the trustee and managing your own fund in Simple Fund, you can register your fund with Australia Post in Simple Fund Version 2014.2.

What are the costs involved?

Simple Fund

The pricing (if registered through Simple Fund) are:

5. 1 year - $10.00 (GST inclusive)
6. 2 years - $18.33 (GST inclusive)
7. 3 years - $24.16 (GST inclusive)

If register directly with Australia Post, the prices are:

8. 1 Year - $59.99 (GST inclusive)
9. 2 Years - $110.00 (GST inclusive)
10. 3 Years - $145 (GST inclusive)

Simple Fund 360

This service will be provided free of charge in Simple Fund 360.

Who will be handling the invoicing and payment?

Australia Post will be in charge of all invoicing and payment. In Simple Fund, after you have selected the funds you wish to register, you will be directed to the Australia Post website for payment. For SF360, the service will be free.

How do I renew my registration?

All renewals are handled by Australia Post. They will send you renewal notices close to the renewal date. Refer to **FAQ 17281** for further information.

Will I be able to cancel my registration?

Yes, you can cancel your registration at any time. However please note that no refund will be given. Refer to the **Fund Registration** tab and click on the **Cancel Registration** link.

What happens if I migrate my fund from Simple Fund SF360?

If you have already registered and paid in Simple Fund, no refund will be provided.

In SF360, there will be no charge for this service.

How to add additional recipients so that they can receive a copy of the transaction information?

If you wish to send copies of the transactional information (i.e the contribution information) to additional recipients other than the registered user, follow the instructions below:

1. Login to the Australia Post SMSF Gateway Service website.
2. Select **List your funds** on the left menu.
3. Click **Edit** next to the fund.

4. Under **Communication preferences | Additional recipients**, you can select an email address, stakeholder and delivery format (CSV or PDF). Multiple recipients can be selected.

5. Click **Save** to confirm the changes.

I am using another SMSF software that does not have a registered gateway, can I register with Australia Post?

You will need to contact Australia Post at superannuation@auspost.com.au.

I have received a fund from another accountant who has already registered for the Australia Post gateway for SuperStream? What do I need to do?

For example:

Accountant A inherits a fund from Accountant B (Previous Accountant).

Accountant B has already registered the fund to the Australia Post gateway for Superstream.

What does Accountant A has to do to register the fund so that it is under their account?

Accountant A needs to contact Accountant B so that the registration is cancelled on their end. If Accountant B is using Simple Fund, this can be cancelled through the software.

Accountant A then needs to register for the ABNs under their SuperStream account in Simple Fund. Please note that a new payment is required for the registration.

The fund was registered through a trustee account or directly through the Australia Post website and you wish to move the registration under your firm account in Simple Fund in order to receive contribution data.

If the fund was registered through a trustee account or directly through the Australia Post website, Simple Fund will not receive contribution data.

To resolve this issue:

1. The trustee needs to cancel the original registration on Australia Post website.
2. The accountant can then register the ABN under their account. A new payment needs to be made for this registration.

A fund has been registered for Superstream through Simple Fund but is not receiving any contribution data or transaction

The fund may not be receiving contribution data because of one or more of the following:

11. The trustees/members did not provide the Australia Post Electronic Service Address (ESA) to their employer.
12. The employer is provided with the ESA but they are not ready for SuperStream. For example, their payroll software is not supporting sending contribution data with the SuperStream format.
13. Contribution data is sent to a Clearing House under Superstream format. However, the data sent out from the Clearing House is not under SuperStream format. Therefore contribution data will never be sent to Australia Post and Simple Fund or Simple Fund 360 will never receive contribution data.
14. The fund's ABN is registered in more than one gateway and contribution data was sent to a gateway other than Australia Post. In this scenario, the contribution data will never be sent to Australia Post and Simple Fund will never receive contribution data.
15. Fund was registered directly on the Australia Post website (either by the trustee or your firm). In this case, Simple Fund will never receive contribution data.