

Manipulating a SAFF (Superstream Alternate File Format) file

ClickSuper does not recommend manipulating files as errors can occur to the format of the file, resulting in a file that will fail upon upload. However if clients require the manipulation of a SAFF file the following guide has been created to assist with this process. This guide assumes a basic level of knowledge using Microsoft Excel. This guide was compiled using Excel 2010.

ClickSuper staff cannot manipulate files on behalf of clients and support is limited for clients that have manipulated and corrupted the format of a file.

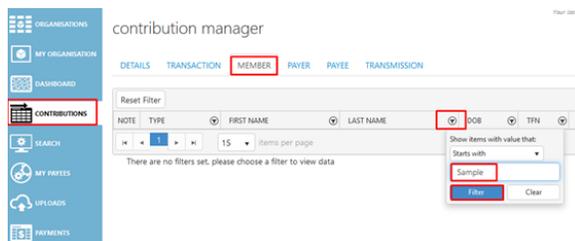
A SAFF file is a specially formatted excel file designed by the ATO to process employee superannuation. Because it is highly specialised each field needs to match a precise specification in order to be processed through Superstream. This guide has been set up to allow clients to download a SAFF file from their ClickSuper account for a contribution that has already been paid but refunded and needs to be repaid once more.

To process one off payments not previously paid through ClickSuper please refer to your payroll software provider directly.

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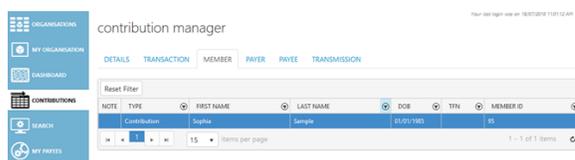
Step 1: Creating the SAFF file from ClickSuper

Please log in to ClickSuper, click on the CONTRIBUTIONS menu option on the left hand side of the page and then click on the MEMBER tab as shown in the below screenshot. From here please click on the little arrow within the LAST NAME column and enter the last name of the employee in question. Once done please click the Filter button as shown below:



Clicking Filter will bring up all records of payments for any employee with this surname. If there is more than one employee with the same name, please enter the first name in the FIRST NAME column and follow the same process. This will filter down the records to show only relevant entries.

The below example has only one entry for employee Sophia Sample. This makes it easy to re-process as there is only one payment in question but majority of employees will have multiple rows shown. Each row represents one payment however there can be multiple rows shown for the same payment depending on whether the superfund has sent back a Contribution Error or a Registration Outcome.



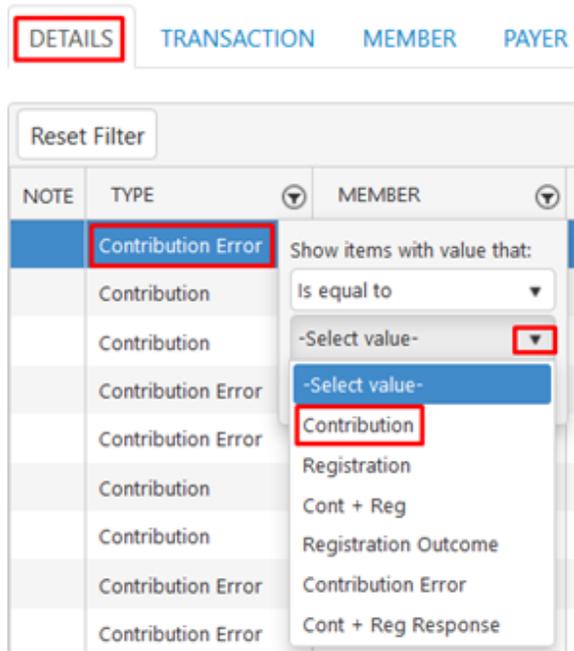
If there are multiple rows shown, it will make it easier to pinpoint exactly which payment needs re-processing by filtering down the information shown a bit further. Clients can locate a payment by the original file name a payment was processed to ClickSuper in – the name of the file will appear on the refund email notification sent from ClickSuper when refunding a payment.

To filter via file name please click on the PAYER tab and enter the name of the file in the column UPLOAD NAME as below:



If you are unsure of the exact payment but know the period that a payment is from, clicking on the DETAILS tab will show the period of a given transaction. Clicking on the row for the appropriate payment and then clicking on the PAYER tab will allow you to see the name of the file related to that payment. Simply copy and paste the name of the file and filter as shown above so only relevant records are now shown.

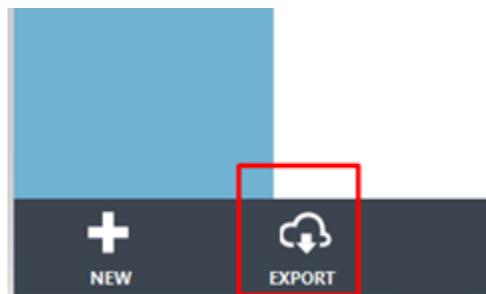
If your records show any rows with Contribution Error as the TYPE as shown below, an extra filter should be applied to remove these entries. To do this click on the DETAILS tab and then click the little arrow for the TYPE column. From here click on the little arrow for Select Value and choose Contribution.



This will ensure that only contribution rows will appear in the SAFF file.

Step 2: Exporting the SAFF file

Once the appropriate payment is displayed please click the EXPORT button at the bottom of the page in the black ribbon menu bar. A menu will appear – please click the Export button. This will export the SAFF file to your computer.



Step 3: Manipulating the SAFF file

The file should be opened in Microsoft Excel for the purpose of this guide however manipulation can also occur in Notepad ++ if a client is comfortable with this program.

When opening the SAFF file it will look similar to the following screenshot:

	A	B	C	D	E	F	G	H	I
1	VERSION	1	NEGATIVE	FALSE	FILE ID	FILE ID			
2	LINE ID	HEADER				SENDER			
3	ID	SourceEnt	SourceEnt	SourceEle	Electronic	ABN	Organisat	Family Na	Given Nar C
4	1	8.41E+10						Sample	Sampleana

If the SAFF file doesn't look like the above screenshot it is likely that contribution errors/ registration outcomes were not removed so best to go back and create the SAFF file again from ClickSuper.

The first field which should be changed is the File ID or name of the file. When the file is uploaded the name entered will appear on the UPLOADS menu in ClickSuper. It doesn't matter what the name is but usually clients enter a name that will clearly articulate why it is being uploaded. I have entered SMITH FEB 2018 REFUND as the name of the file below in row 1, column F replacing FILE ID as below:

	A	B	C	D	E	F	G	H
1	VERSION	1	NEGATIVE	FALSE	FILE ID	SMITH FEB 2018 REFUND		
2	LINE ID	HEADER				SENDER		
3	ID	SourceEnt	SourceEnt	SourceEle	Electronic	ABN	Organisat	Family Na
4	1	7.21E+10						Sample

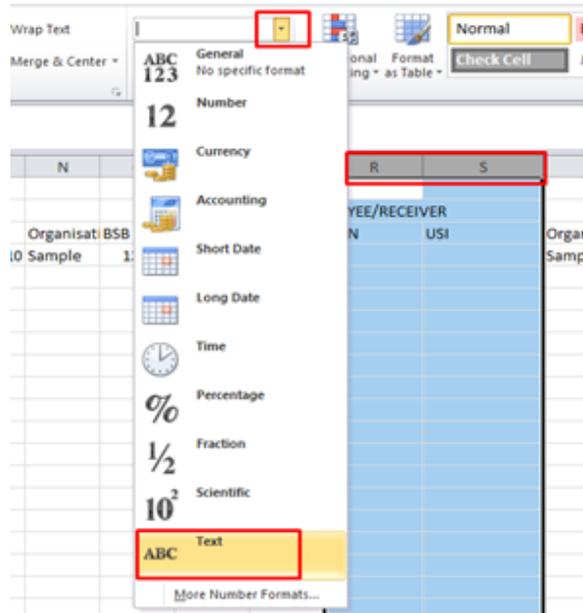
The second field that should be changed relate to the payee/ superfund details. Usually a refund has occurred because payment was sent to the incorrect superfund and so updating the payee details within the file will forward payment to a new superfund.

Payee details are in column R, S and T (in red below). Column R is superfund ABN, column S is superfund USI, column T is the name of the superfund. For the USI for a SMSF, please leave this field blank. If the superfund that is being updated to is a SMSF, column U (Electronic Service Address), AA (SMSF BSB), AB (SMSF account number) and AC (SMSF account name) also need to be updated (in blue below). If not remitting to a SMSF these columns can be ignored.

If there are multiple payments being repaid in the SAFF file, each row will need to have these details updated.

	R	S	T	U	V	W	X	Y	Z	AA	AB	AC
PAYEE/RECEIVER												
ABN	USI	Organisational Name	TargetElectronic	Payment	Transaction	Payment/ Spay	Billie	Payment	BSB Number	Account Number	Account Name	Text
12345678911	1234567891123	Sample Super			2/01/2017	Sample123		94.11	123056	89712918	Sample Super	

In column R and S please delete the contents of these fields so they are blank, highlight both columns R and S and click the Number format dropdown menu and select Text as shown below:

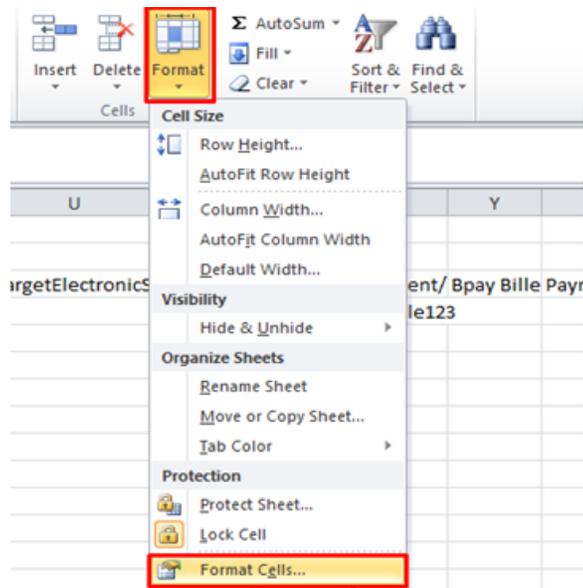


This will ensure the data entered will stay exactly as typed in without reformatting. The ABN and USI for the new superfund being paid to can now be entered into columns R and S. In column T please enter the name of the superfund.

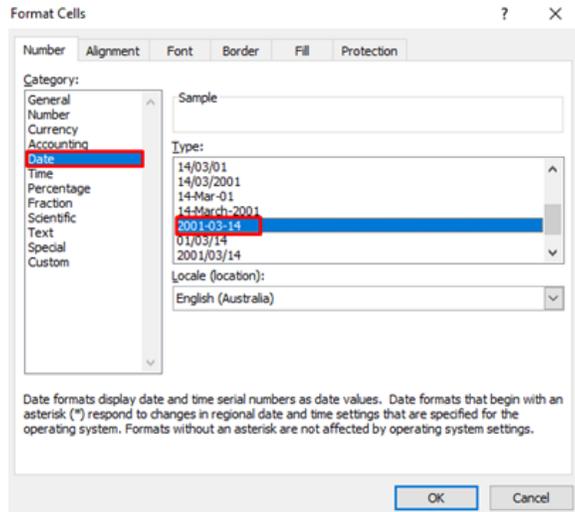
When entering the bank account details for a SMSF, if the BSB or the account number begin with 0, excel will automatically remove it from the file so the BSB or account number are only 5 digits long. This will cause the file to fail.

To get around this problem, simply highlight columns AA and AB and change the number format to Text as done for the ABN and USI fields.

The final fields to update are related to dates throughout the entire file. If a date is not in the format of YYYY-mm-DD an error will occur when uploaded. By default excel formats all dates in DD/MM/YYYY which is not suitable for Superstream. To change the format for a date, please highlight the column in question and click the Format dropdown menu as below:



This will bring up a Format Cells box as shown below. Please click on the Date Category and scroll down and select the date in YYYY-mm-DD format as below. Please click OK once done.



This will update the date in the column highlighted to the correct format. This will need to be done for every column in the file that contains a date. Columns that have a date include: W, AO, BF, BG, BP, BT, BZ, CC, CQ, CW, BY. If your file doesn't have some of these later columns that is fine; some files will differ slightly due to defined benefit formatting.

The file can now be saved and uploaded into ClickSuper. If done correctly the file should upload without error and allow for the resubmission of contributions.