

# Changing payroll software

## Changing payroll software providers with ClickSuper

If an organisation has changed payroll software providers this is fine - in most cases ClickSuper can continue to support clients in fulfilling their superannuation and STP obligations. To facilitate the change in provider, we will need to migrate your ClickSuper account to a different configuration to ensure it connects correctly with your new payroll system before superannuation from the new payroll software can be uploaded. This is a free service.

If we cannot support your new payroll software provider we will let you know.

Once a final super payment has been processed from an old payroll provider, please send us an email to [support@clicksuper.com.au](mailto:support@clicksuper.com.au) confirming the following:

- ABN of your organisation
- Name of your organisation
- Old payroll software provider
- New payroll software provider

We have created a template for organisations to use to make it easy to migrate - simply copy and paste the following template into an email, fill in the XXXXXX fields with the appropriate information and send to [support@clicksuper.com.au](mailto:support@clicksuper.com.au). If you have more than one ABN please advise in the email so can migrate all your accounts at the same time.

Hello,

I am writing to confirm that our payroll software provider has changed and I would like our account migrated to the new payroll software provider.

My organisation's ABN is: XXXXXX

My organisation's name is XXXXXX

My old payroll software provider is: XXXXXX

My new payroll software provider is: XXXXXX

I can confirm that we have paid our final superannuation through the old payroll software provider and are good to go for the new payroll software provider.

If I need any API credentials please let me know what they are in your response.

Please confirm once this has been completed.

Kind regards,

XXXXXX

