

# Payments



## Important Note

- Payments with a Status of "Unscheduled" will not be processed until they have been [scheduled](#).
- Are payments appearing as "Unverified"? Your organisation is not authorised to make payment - contact ClickSuper for assistance.

On this page:

Related pages:

- [Direct Debit Payment Schedule](#)

## Overview

The Payment Manager is where all payment related information for your organisation can be accessed. This is also the screen where [payments are scheduled](#) if your organisation [manually schedules payments](#).

You can access the Payment Manager by clicking on Payments on the blue navigation menu on the left hand side of the page. Depending on the way that you access the payment manager, filters may already be set. For example, if you have just logged in to ClickSuper and use the blue navigation menu on the left hand side of the screen to go straight to the payment manager, no filter is set however all "active" payments will automatically display (Status = Unscheduled/Scheduled/Debit Sent/Debit Fail/Credit Sent /Credit Fail/Returned).

The screenshot shows the ClickSuper Payment Manager interface. The table displays the following data:

STATUS	SCHEDULED	PAYEE NAME	AMOUNT
Unscheduled		Colonial Mutual Life Ltd No2 AC	294.96
Unscheduled		Surisuper Pty Ltd	4,855.51
Unscheduled		MTAA Super	1,748.13
Unscheduled		The Trustee for David Christmas	637.15
Unscheduled		THE RCP SUPERANNUATION FUND	328.55
Unscheduled		COMMONWEALTH ESSENTIAL SUPER	948.89
Unscheduled		Mine Wealth and Wellbeing Super	222.12

All payments are grouped by fund. ie. payment lines may represent contributions for one or multiple employees.

Once ClickSuper receives a contribution file for your organisation, depending on your payroll software provider and/or your account [setting](#), payments will either be automatically scheduled or you will need to manually schedule your payments.

After [uploading a file](#) for your organisation, you will need to [Schedule Payments](#).

If your [payment settings](#) are set up to be auto scheduled you will not need to [schedule your payments](#).

ClickSuper requires three business days to process each contribution. You will need to ensure that all payments are scheduled three business days prior to the due date of any contribution. For further information on this requirement, please refer to our section on [Direct Debit Payment Schedule](#) or to the APCA website.

## Payment Status

ClickSuper will provide payment statuses for all contributions loaded in the system by your organisation. ClickSuper payments and funding transactions may fail and it is important that organisations monitor the payment status of their contributions.

ClickSuper will keep you updated of the status of your payments. It is important that you take action recommended in the table below for payments that have not been processed.

Payment Status	Description
Credit Failed	Payment to a fund has failed. This is usually due to incorrect fund bank account details, so most often affects Self Managed Super Funds, where the employer data provides the bank account details.
Credit Sent	Payment has been sent to the fund.
Debit Failed	Direct Debit of your ClickSuper funding account has failed, scheduled payments will not be sent. Please check the bank account details you have provided to ClickSuper and ensure there are sufficient funds in the account to cover the debit. Note that most 'Online' savings accounts do not allow direct debits.



## Tips

- Make sure your payment data has been sent through to ClickSuper (refer to [Upload A File](#))
- Use the Payer and Payee tabs to check the dates when contributions were debited from the employer account (Payer tab) and credited to the superannuation funds (Payee tab).

Debit Sent	Your ClickSuper bank account has been debited for scheduled contributions.
Paid	Payment has been sent to the fund.
Returned	Payment has been returned by a fund.
Scheduled	Payment has been scheduled.
Unscheduled	Payment data has been loaded to the system and need to be <a href="#">scheduled</a> .
Unverified	The nominated debit account has not be authorised for payments – please contact ClickSuper Support.

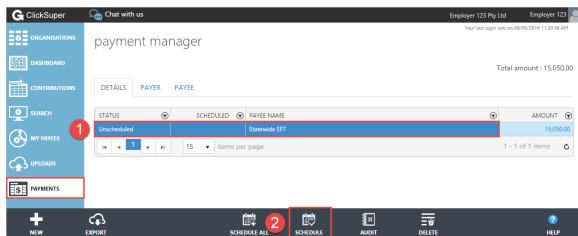
## Schedule Payments

Payments can either be scheduled individually, using the [Schedule](#) function, or in bulk, using the [Schedule All](#) function. If your account setting are set to auto schedule, your payments should appear on the screen with a Scheduled Status.

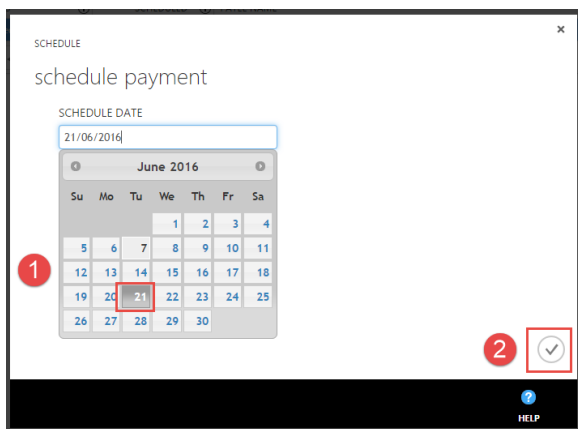
### Video Guide

### Schedule

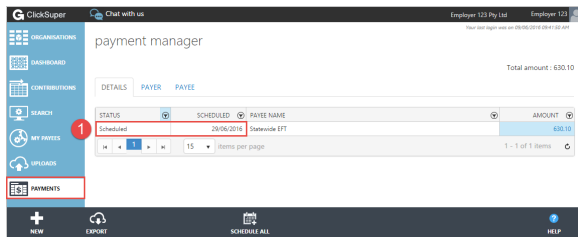
To schedule a payment simply click anywhere on the payment row (1) except for the Amount (as this is hyperlinked and will take you to the [Contributions](#) page), then click on the Schedule button (2) located on the action menu at the bottom of the screen in black.



Clicking on the Schedule button in the payment manager will load the schedule payment calendar. Select the date for the payment to be debited from the employer bank account (1) and click on the tick icon (2).



The Payments page will automatically reload and the status will have updated to Schedule and the Scheduled field will have a date (1) as per your above selection.



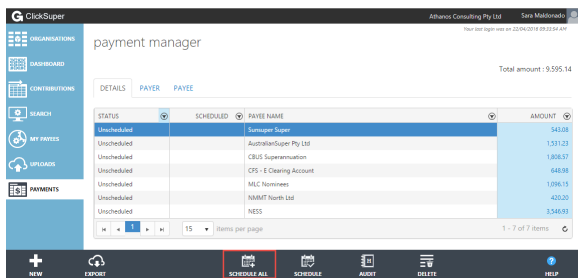
Once payments are scheduled your nominated bank account will be debited to fund the superannuation payment.

Your nominated ClickSuper bank account will be debited on the next available business day for all scheduled payments saved after 4pm. If you schedule the payment on a business day prior to 4pm EST your account will be debited on the same business day. ClickSuper does not process payments on weekends or national public holidays. Payments scheduled on weekends or national public holidays will process the next available business day.

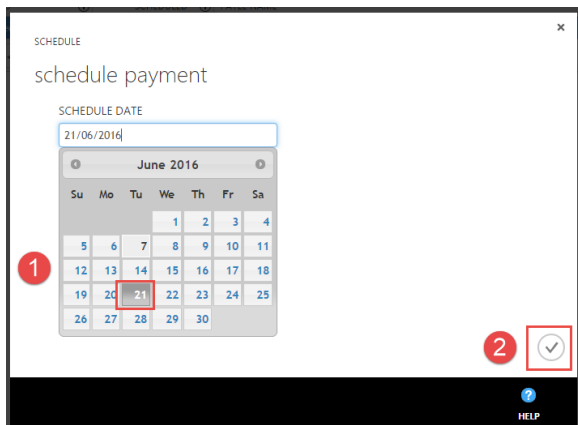
ClickSuper requires three business days to process each contribution. You will need to ensure that all payments are scheduled three business days prior to the due date of any contribution. For further information on this requirement, please refer to our section on [Direct Debit Payment Schedule](#) or to the APCA website.

### Schedule All

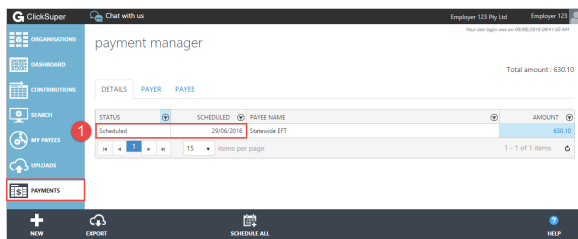
Select the unscheduled items and click on the Schedule All button on the action menu at the bottom of the page in black.



Clicking on the Schedule All button in the payment manager will load the schedule payment calendar. Select the date for the payment to be debited from the employer bank account (1) and click on the tick icon (2).



The Payments page will automatically reload and the status will have updated to Schedule and the Scheduled field will have a date (1) as per your above selection.



Once payments are scheduled your nominated bank account will be debited to fund the superannuation payment.

Your nominated ClickSuper bank account will be debited on the next available business day for all scheduled payments saved after 4pm. If you schedule the payment on a business day prior to 4pm EST your account will be debited on the same business day. ClickSuper does not process payments on weekends or national public holidays. Payments scheduled on weekends or national public holidays will be process the next available business day.

ClickSuper requires three business days to process each contribution. You will need to ensure that all payments are scheduled three business days prior to the due date of any contribution. For further information on this requirement, please refer to our section on [Direct Debit Payment Schedule](#) or to the APCA website.

## Debit Failed transactions

A debit failure occurs when ClickSuper attempts to debit superannuation from a client but the debit attempt fails. This can occur if the bank account does not have sufficient funds in order to cover the debit or the bank account listed for an organisation in ClickSuper has been closed.

Clients need to re-schedule/authorise payments for re-debiting - this is not an automatic process. If clients need to update the bank account listed for their organisation, please see [this link](#) for a guide on how to update banking details **before** re-scheduling your payments. If the bank account is correct and there simply wasn't enough funds to cover the debit at the time that is fine, payments can be scheduled again for debit without requiring any further update.

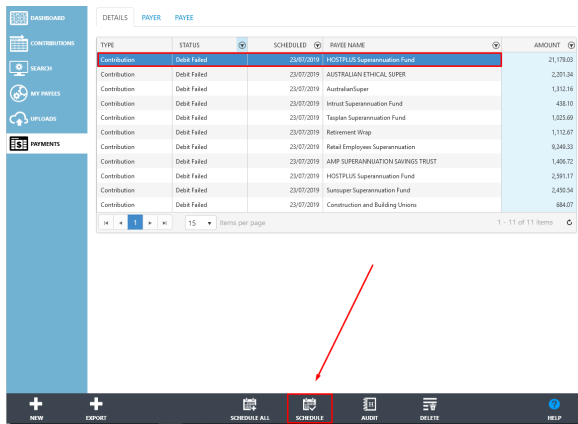
## Re-paying debit failed transactions

To re-pay the debit failed transactions, they will need to be re-scheduled. This means clients need to authorise ClickSuper to attempt the debit again- this is done by scheduling. If clients do not schedule their transactions they will remain unpaid - it is important that clients re-schedule their debit failed transactions as they have not met their superannuation guarantee obligations until superannuation has been successfully paid. For more information on superannuation guides please see our guide: [Superannuation Guidelines](#)

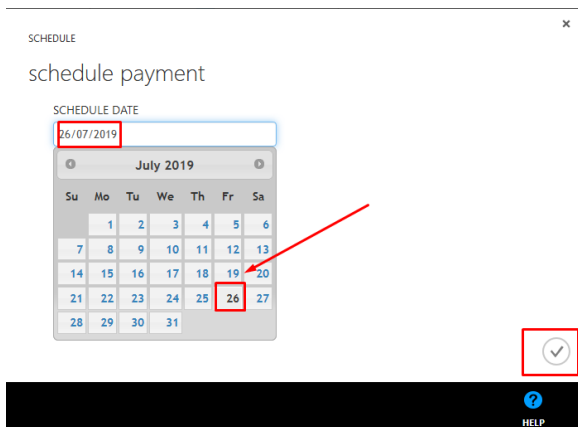
The debit failed transactions will have the status Debit Failed in your ClickSuper account as shown below.

TYPE	STATUS	SCHEDULED	PAYEE NAME	AMOUNT
Contribution	Debit Failed	23/07/2019	HOSTPLUS Superannuation Fund	21,379.09
Contribution	Debit Failed	23/07/2019	AUSTRALIAN ETHICAL SUPER	2,201.34
Contribution	Debit Failed	23/07/2019	AustraliaSuper	1,312.16
Contribution	Debit Failed	23/07/2019	Infiniti Superannuation Fund	438.10
Contribution	Debit Failed	23/07/2019	Toplink Superannuation Fund	1,025.69
Contribution	Debit Failed	23/07/2019	Retirement Wings	1,112.67
Contribution	Debit Failed	23/07/2019	Retail Employees Superannuation	9,348.33
Contribution	Debit Failed	23/07/2019	AMP SUPERANNUATION SAVINGS TRUST	1,456.72
Contribution	Debit Failed	23/07/2019	HOSTPLUS Superannuation Fund	2,981.17
Contribution	Debit Failed	23/07/2019	Sunsuper Superannuation Fund	2,400.34
Contribution	Debit Failed	23/07/2019	Construction and Building Unions	884.67

To re-schedule the payments for debit, select a payment row so that it turns dark blue and select the schedule button as below:

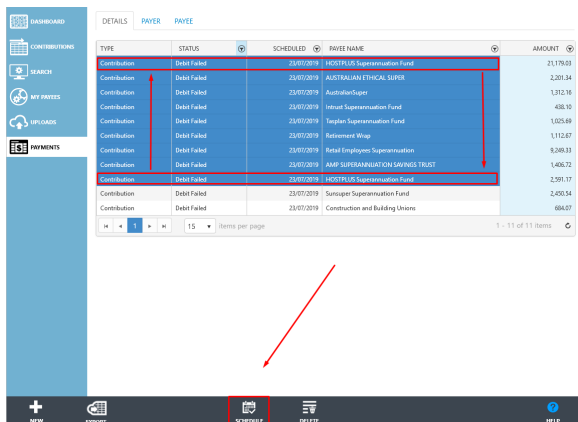


The following box will appear. Clicking on the payment date (the box underneath SCHEDULE DATE) will display a calendar as shown below. Clients can click the date that they want the debit to occur on in the calendar, or type in the date. Once the appropriate date has been entered, please click the tick button.



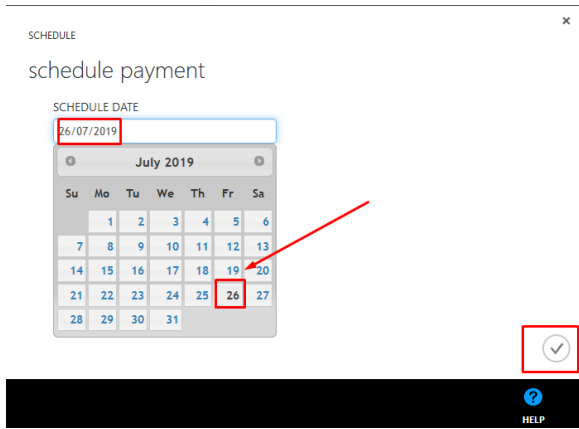
This will schedule the payments for debit on the date specified.

To schedule more than one payment at a time, please click the top payment that needs to be scheduled, click the SHIFT button on your keyboard and then click another payment that needs to be scheduled. This will highlight all payments in-between as shown below. Clients know when this has been done correctly as all appropriate payments will be highlighted dark blue. **Please note: The SCHEDULE ALL button will not work for debit failed payments.**



To schedule the highlighted payments, simply click the SCHEDULE button as shown above.

The following box will appear. Clicking on the payment date (the box underneath SCHEDULE DATE) will display a calendar as shown below. Clients can click the date that they want the debit to occur on in the calendar, or type in the date. Once the appropriate date has been entered, please click the tick button.



This will schedule the highlighted payments for debit. Clients can check if payments have been scheduled by ensuring the status of the payments have updated to Scheduled from Debit Failed. Provided the status has changed, any payments in status Scheduled will be debited at 4pm AEST on the date specified.

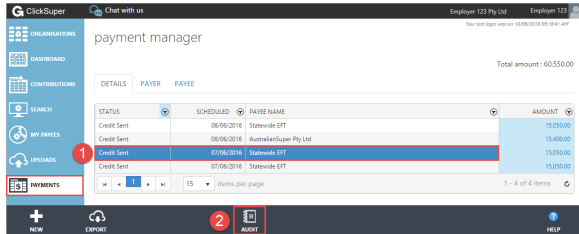
If you schedule the payment on a business day prior to 4pm AEST your account will be debited on the same business day. If a payment is scheduled after 4pm AEST, the debit will occur on the following business day at 4pm AEST - clients are unable to schedule payments for same day debit if scheduled after 4pm AEST. ClickSuper does not process payments on weekends or national public holidays. Payments scheduled on weekends or national public holidays will be process the next available business day.

ClickSuper requires three business days to process each contribution. You will need to ensure that all payments are scheduled three business days prior to the due date of any contribution. For further information on this requirement, please refer to our section on [Direct Debit Payment Schedule](#) or to the APCA website.

## Audit

The payment Audit functionality allows users to view the entire history of a [payments Status](#) transitions.

To view the audit of a payment, simply select the payment within the payment manager by click on any part of the row (1) except for the Amount (as this is a hyperlink and will take you to the [Contributions](#) page), then click on the Audit button (2), located in the action menu at the bottom of the page in black.



The audit history will now appear, displaying the transitions of the payments from one status (Old Status) to another (New Status), as well as the dates and times of the transitions.

AUDIT

audit history

DATE	OLD STATUS	NEW STATUS	USER
7/06/2016 2:51:22 PM	Unscheduled	Scheduled	Employer 123
7/06/2016 2:51:22 PM	Unscheduled	Scheduled	Employer 123
7/06/2016 2:52:30 PM	Scheduled	Debit Sent	
7/06/2016 2:52:57 PM	Debit Sent	Credit Sent	

HELP

## How to delete

The payment Delete functionality allows users to delete any payment that has not yet been processed (Status = Unscheduled OR Scheduled OR Unverified).

To delete a payment, simply select the payment within the payment manager by click on any part of the row (1) except for the Amount (as this is a hyperlink and will take you to the [Contributions](#) page), then click on the Delete button (2), located in the action menu at the bottom of the page in black.

payment manager

Total amount : 630.10

STATUS	SCHEDULED	PAVEE NAME	AMOUNT
Scheduled	28/06/2016	Statewide EFF	630.10

1 - 1 of 1 Items

NEW EXPORT SCHEDULE ALL UNSCHEDULE DELETE 2 HELP

The payment status will now be updated to Deleted and the payment will remain on the system for [Audit](#) purposes.

payment manager

Total amount : 630.10

STATUS	SCHEDULED	PAVEE NAME	AMOUNT
Deleted	28/06/2016	Statewide EFF	630.10

1 - 1 of 1 Items

NEW EXPORT SCHEDULE ALL UNSCHEDULE DELETE HELP