Creating financial independence since 1846

Transact: Quick step guide

Table of contents

What is Transact? 1

Navigating Transact 2

- **Minimum requirements** 2
- **Browser tips** 2
- **Logging in** 2
- **Change password** 2
- **Add/amend user** 2

Employee maintenance 3

- **Adding a new employee to a linked fund** 3
- **Adding a new employee with Choice of fund** 3
- **Self-Managed Super Funds (SMSFs)** 3
- **Transferring a member to their Choice of fund** 3
- **Exiting a member** 4
- **Changing employee details** 4

Contributions 4

- **E-form (how to submit and authorise)** 4
- **Payroll file (how to upload, fix errors and authorise)** 4

Payment 5

- **Employer-initiated Direct Debit** 5

Glossary 5

What is Transact?

Transact is a secure and easy to use online superannuation contribution payment service (clearing house) available through IOOF to help you pay your employees' superannuation contributions and carry out general employee maintenance.

Using Transact you can:

- **Submit contributions via an e-form or payroll file upload**
- **Add new employees as they commence**
- **Notify us of employees who cease employment**
- **Update basic employee details**

Transact is available at any time so you can administer your super whenever it suits you, 24 hours a day, any day of the year.

If you need any information about Transact, call the Transact Helpdesk on 1800 125 566 or e-mail transactsupport@ioof.com.au

Navigating Transact

Minimum requirements

In order to use Transact you will need to ensure that you have the following system requirements:

- **Internet Explorer 6**
- **Firefox version 2**
- **Safari version 3**
- **Chrome version 5**
- **Opera version 9**

If you are using an earlier version of this web browser you must download a more recent version to utilise all of the functionality within Transact.

Browser tips

- Avoid using your browser Back button, only use the buttons that appear on Transact
- To return to the previous screen you were viewing on Transact, use the '**Return**' button
- **Please note:** the Transact web address begins with https:// (rather than the more common http://) indicating you're connected to a secure internet site.

Logging in

Once you have registered to use Transact and have received your user ID and password, you can access Transact through the IOOF home page: **www.ioof.com.au/login**

Click on '**Login**' and in the Employers box select '**here**' to log onto Transact.

If you need help, call the Transact Helpdesk on **1800 125 566**.

Change Password

For security we ask that you change your password at least every 180 days, to do this click '**Change Details**' and select '**Users**'. Choose the User whose password you're changing and enter the new password where indicated.

Add/Amend User

Additional users can be set up if more than one person will be using Transact.

1. Click '**Change Details**' followed by '**Users**'
2. Select '**Add**' then enter new User details
3. Once all the mandatory fields have been completed, click '**Submit**' to load the new user.

If a user requires 'submit' capabilities email this request to transactsupport@ioof.com.au and we will amend the users' permissions.

Employee Maintenance

Adding a new employee to a linked fund

Transact makes loading new employee details simple and easy.

1. Click '**Members**' and choose '**New Members**'
2. Click '**Add**', select the fund from the drop-down list and click '**Continue**'
3. Complete the mandatory fields on the new member page (all highlighted fields are in green)
4. Once all details have been entered, click '**Submit Now**' to complete the process.

When your registration form is processed, all active IOOF members under your plan are uploaded on to Transact so you don't need to set these members up again.

Adding a new employee with Choice of fund

Transact takes the hassle out of loading Choice details for new employees.

1. Click '**Members**' and choose '**New Members**'
2. Click '**Add**', if the Choice fund is not available in the drop down menu select '**New Fund**'
3. Enter the appropriate SPIN/USI, ABN or SFN click '**Search**'
4. If the fund displayed is correct, click '**Link**'. If you are registered as a participating employer with the fund you are linking, enter the Fund Employer Number in the field
5. Now follow the same process as for Adding a new employee to a linked fund

To find information about a choice fund, do a lookup by going to '**Choice of Fund**' and selecting '**Fund Information**'.

Self-managed super funds

For employees who have self-managed super funds (SMSF's), you need to select the payment method after entering the funds ABN.

1. If you have the bank account details we recommend you choose (EFT) as the payment option being the fastest method of sending payments and click '**Continue**'
2. Enter the correct bank account details and e-mail address for the SMSF and click Request.

Once the SMSF becomes available on Transact you will be notified by email.

Transferring a member to their Choice of fund

The ability to choose your own fund has created extra work but with Transact it's just a few steps.

Firstly, check if their new fund is linked to Transact

1. Choose '**Choice of Fund**' and click on '**Link to Choice Fund**'
2. Enter the appropriate SPIN/USI, ABN or SFN click '**Search**'
3. If linked you will see the following message: You are already linked to this Fund and you can go to step 5
4. If not linked you can click '**Link**'. If you are registered as a participating employer with the fund you are linking, enter the Fund Employer Number in the field.

   Now you can arrange to transfer your employee.
5. Choose '**Members**' then click on '**Transfer Members**'
6. Find your employee using the search fields available (leaving them blank displays everyone)
7. Click on the members name you want to Transfer
8. Select the New Choice Fund from the drop down list and enter their New Fund Member Number
9. Click '**Transfer Member**' then confirm the transfer by selecting '**Yes**'.

Exiting a member

Transact allows you to notify us when a member has ceased employment.

1. Click '**Members**' then '**Exit Members**'
2. Click the '**Exit Member**' button and enter any search criteria to locate the employee you wish to exit (leaving the search criteria blank displays all active members)
3. Choose the member you wish to exit
4. For default fund members, enter the details in the mandatory fields and click '**Exit Member**' For Choice members, simply click '**Exit Member**'
5. Click '**Yes**' to confirm.

Changing employee details

You can update details for your employees such as their address, tax file number and annual salary.

1. Click '**Change Details**' then '**Members**'
2. Enter any search criteria you wish and select '**Search**' (leaving the fields blank will display all your employees)
3. Click on the member you wish to make changes to then choose '**Amend Member**'.

Update the relevant details and click '**Submit**'.

Contributions

We'll work with you to select the best schedule and create a template that works for you.

E-form (how to submit and authorise)

1. Click '**Contributions**' then '**Begin**' (next to the schedule). An e-form schedule is indicated by the icon
2. Enter the contribution amount for each employee receiving a contribution for the particular period
3. Click '**Calculate totals**' to update the total column, then '**Save and Continue**' if correct
4. Confirm the amount due* and enter your password
5. Click '**Transmit batch**' to authorise your e-form contribution.

Payroll file (how to upload, fix errors and authorise)

1. Click '**Contributions**' then '**Begin**' (next to the schedule). A payroll file schedule is indicated by the icon
2. Select '**Browse**' and search your computer or directory for the payroll file you wish to upload and click '**Submit**'
3. Click the '**Refresh**' button to update the schedule status
4. If there are any errors, the status will display '**Input error**' which you can click on and select '**View Errors**' for detail. Once you've identified and fixed the errors, re-upload the file
5. When the status shows '**Ready for Submission**', click on this to proceed to the Batch Payment Details page
6. Confirm the total* amount due and enter your password.
7. Click **Transmit Batch** to authorise the contribution.

* **Please note:** the total will include any transaction fees applicable based on the number of transaction made to your employees Choice funds.

Payment

Employer-initiated Direct Debit

Monies are debited from your account once your contribution batch has been authorised.

This isn't a scheduled payment; each transaction equals the contribution batch you have authorised.

Employer-initiated Direct Debit is an easy and safe way to make your payments helping to reduce errors that can occur using other payment methods. Please ensure sufficient funds are available in your bank account before authorising your contribution on Transact.

Contribution using a clearing house, such as super guarantee, salary sacrifice and other contributions to employees' superannuation funds. A clearing house can take up to 10 business days or more to pay contributions from the date of lodgement. Therefore employers should allow sufficient lead time to ensure the contributions are received by IOOF by the cut-off date.

Glossary

ABN	Australian Business Number supplied by the Australian Taxation Office for all registered businesses.
Casual worker	Casual and contract workers are eligible for Death cover, Death & TPD cover and Income Protection cover. For Income Protection cover, you need to be working at least 15 hours per week at the time cover commences. However, when you make a claim, a different definition of TPD and Total Disability will apply where your hours of work fall below 15 hours per week
Choice fund	A complying super fund which a member has elected to have contributions paid to outside the employer default fund.
Clearing house	A facility that directs contributions to nominated complying super funds.
Complying superannuation fund	A super fund that qualifies for concessional tax rates.
Contribution batch	One or more schedules submitted by an employer containing instructions for the payment f contributions to nominated super funds.
Default fund	The default fund chosen by an employer to which they will make SG contributions if an employee does not nominate a choice fund.
E-form	a contribution schedule where amounts are manually entered for each employee.
Employer-initiated Direct Debit	Authorised debit from your nominated bank account once contributions have been authorised by you on Transact.
Payment reference	A unique reference number generated for each contribution batch.
Payroll file upload	A file generated from your payroll system is uploaded to Transact as the contribution schedule.
Super fund lookup	Contains publicly available information about superannuation funds that have an ABN.
SMSF	Self-managed superannuation fund which has fewer than 5 members and all members are the trustees of the fund. Most SMSFs are identified by the ABN.
USI	Unique Superannuation Identifier, used to identify superannuation products.
User ID	The unique code which identifies each User logged onto Transact.

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