



C9 PayDay Super

1 Overview

Following document explains how to setup and use payday super clearinghouse

2 High level flow

Whenever you do a payrun in c9, after finalising and submitting STP a screen will pop up to also finalise payday super.

This will automatically handle distribution of super to employee funds.

Funds can either be:

- automatically deducted from your bank account with a PayID agreement which you accept in your online banking
- You manually pay funds to a single BSB account. Once funds are received they will be distributed to appropriate superfunds.

2.1 PayTo Workflow

Steps work as follows

1. Finalize payrun in c9 as normal
2. Click Send on super stream export. New screen that pop after STP
3. PayDay arrives and time is after preset send super (see other settings below)
4. Your bank account is automatically debited
5. Super funds are automatically transferred to and notified of contributions

2.2 Manual Transfer Workflow

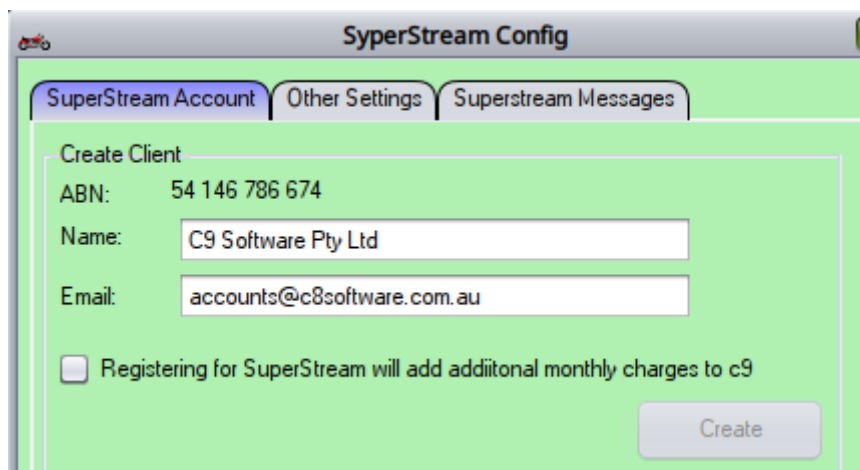
Steps work as follows

1. Finalize payrun in c9 as normal
2. Click Send on super stream export. New screen that pop after STP
3. PayDay arrives and time is after preset send super (see other settings below)
4. C9 alerts you funds need to be transferred
5. You manually transfer funds to nominated BSB + account
6. Super funds are automatically transferred to and notified of contributions

3 First time setup

Go to business → payroll → setup → PayDay SuperStream

First screen will be a screen where you initially onboard



The screenshot shows a web application window titled "SuperStream Config". It has three tabs: "SuperStream Account", "Other Settings", and "Superstream Messages". The "SuperStream Account" tab is active. Below the tabs is a "Create Client" section with the following fields:

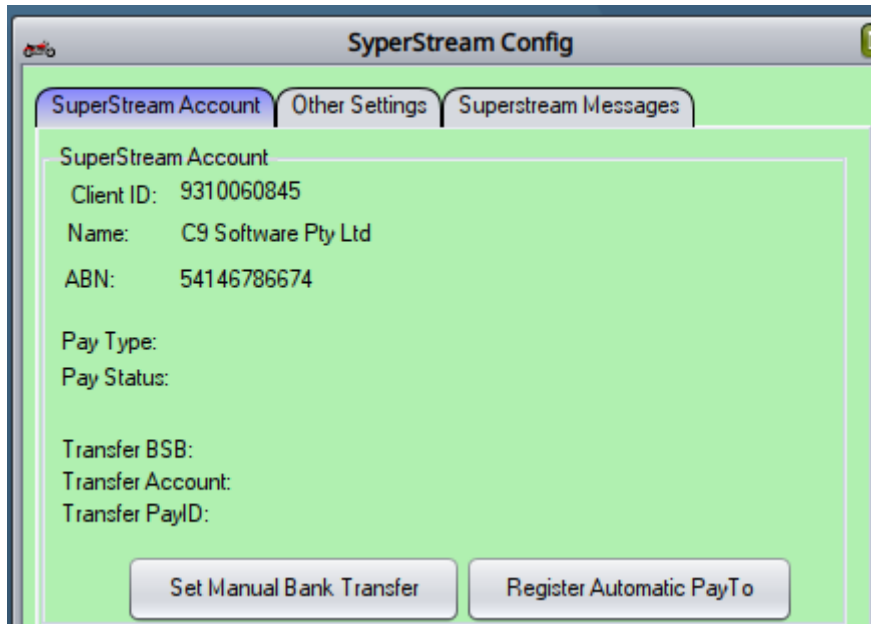
- ABN: 54 146 786 674
- Name: C9 Software Pty Ltd
- Email: accounts@c8software.com.au

Below the fields is a checkbox labeled "Registering for SuperStream will add additional monthly charges to c9". A "Create" button is located at the bottom right of the form.

Confirm your details for emails etc and create account

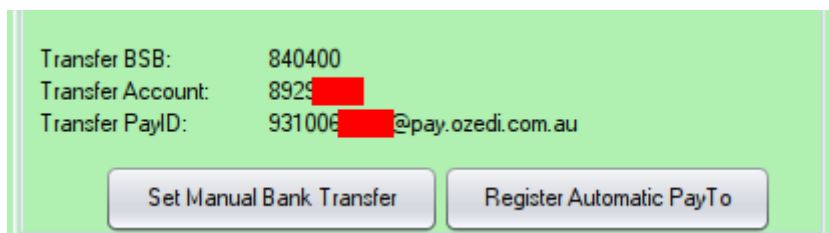
On creation things will be setup such that no pay type is setup. You need to select an option, either Manual transfer for Automatic PayTo

Choose carefully as changing this requires help from c9 support.



3.1 *Manual Bank Transfer*

With manual Bank Transfer you will be assigned a BSB and a unique account no.



The account # will be unique to your installation of c9. This account you will need to manually transfer money into every time you do a pay run.

3.2 *Automatic PayTo*

PayTo sets things up so funds are drawn from your account automatically. This process requires provide authorisation, through your online banking portal to allow this.

3.3 *PayTo Request*

Click on Register automatic payto to register the request

In this screen you need to configure bsb + account to send payto request to.

Send PayTo Request to my bank

This will send a PayTo request to your bank so super payments can automatically be deducted
After finishing this screen you need to login to your online banking to accept the PayTo request

BSB: Bendigo and Adelaide Bank Li

Acc No:

Max # txns a month:

Max \$ Limit per Txn:

You also need to configure max # of txns and max limit per txn for automatic payto. Make sure this is sufficient to cover any likely txn. C9 will default to 8 txns a month and 20k per txn

Result on clicking continue

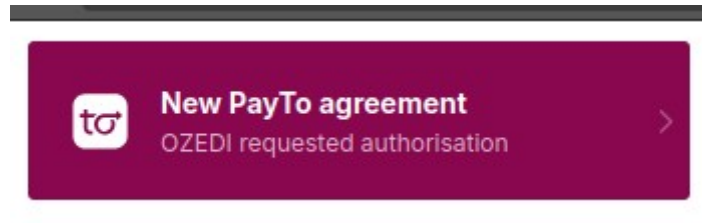
PayTo Registration initialised. Check your bank to complete

PayTo status will show pending

```
Pay Type: PAYTO
Pay Status: PENDING
```

3.4 Bank Approval

In your online banking you should see a new request for PayTo Agreement. It will vary from bank to bank. For example, in Bendigo / Adelaide online banking you'll see this



The agreement will appear to come from OzEDI. OzEDI are our processing provider for payroll / super.

← PayTo

ⓘ Authorisation requested

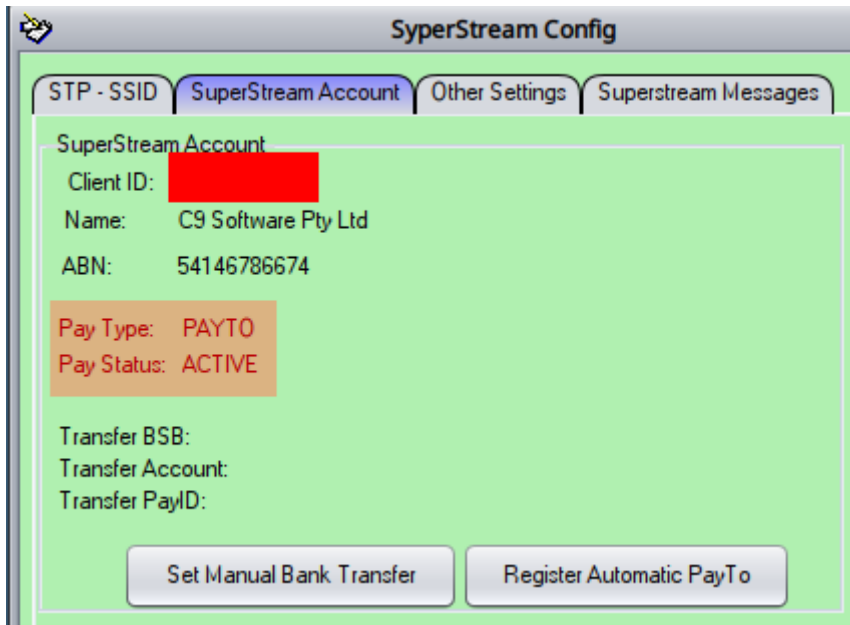
This PayTo agreement needs to be actioned by 5 Apr 2026 at 12:40pm

O OZEDI
Superannuation payments agreement Action required

Amount	Up to \$20000 per transaction
Frequency	Monthly 999 times
Linked account	633 000 / 217520642
Start date	31 Mar 2026
End date	31 Dec 9999
Automatic renewal	No

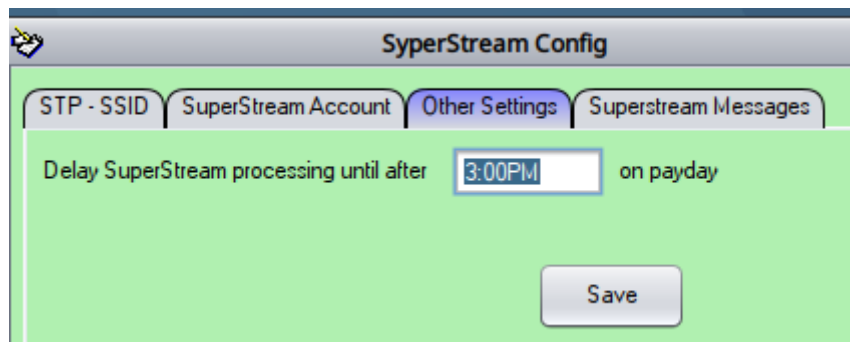
3.5 Post Approval

Once approved in c9 setup screen you'll see status will change to ACTIVE.



3.6 Other settings

In other settings you configure exactly when payday super process runs.



By default this is configured at 9am.

For automated PayTo it is suggested to set this later in the afternoon. Say 3pm so that any errors on payruns can be more easily repaired in event of detection.

For manual transfer it I strongly advised to leave this on 9am. With transfer configuration the processing step waits until funds have been received so the task of manually uploading funds is what will trigger superfund clearing.

4 Employee Setup

4.1 Superfund configuration

For each staff member you need to configure their super funds details

Business → payroll → staff. Modify staff

In payroll tab is a section of super funds details.

Key in fund details here, there is a search fund button which is useful for finding common funds.

Superfund Name: AustralianSuper
Super Fund ID: STA0100AU
Fund ABN: 6571-XXXX

Buttons: Search Funds, Self Managed Fund

Super Fund ID	ABN	Fund Name	Super Fund Name
AMI0001AU	28342064803	The Trustee for AUSTRALIAN MEAT INDUS...	Australian Meat Industry Per
STA0002AU	65714394898	The Trustee For Australiansuper	AustralianSuper Pension
STA0100AU	65714394898	AustralianSuper	AustralianSuper

Filter: Apply Select Close

Self managed funds can also be inputted, funds details need to be provided by whoever managed self managed fund.

4.2 Sending a Member Verification Request

A MVR is a once off function sent to the super fund to double check member details are correct. This is to be used for new staff added.

TODO: currently not yet in place because our provider hasn't provided an API for it yet. ETA sometime after July 1

5 PayDay Super

5.1 High Level Workflow

Payrun finalisation kicks off 2 additional steps

1. Finalize payrun

2. Transmit STP data to ATO
3. Transmit PayDay Super figures

PayDay super transmission involves

- Accepting and submitting super figures as inputted on pay sheet
- Manually overriding those figures if needed

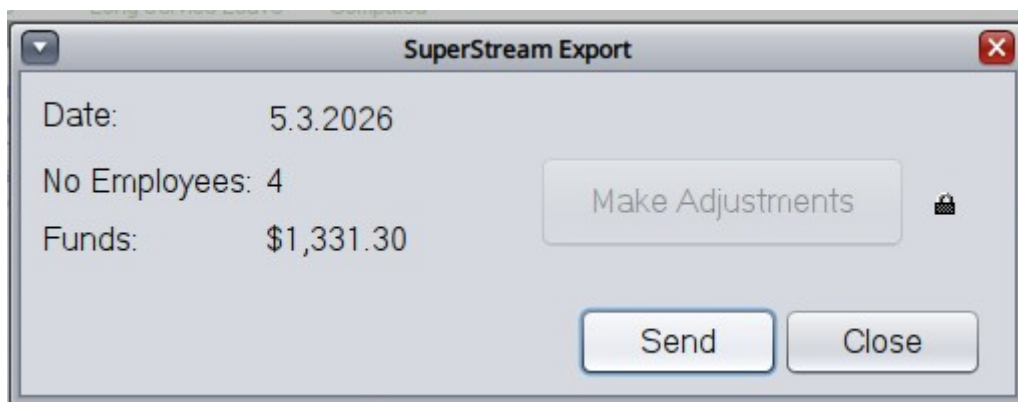
Then

1. transmit to clearing house we use
2. C9 waits until payday and configured time (default 9am)
3. Payment is made
 - a) PayTo : automatically debits from your account
 - b) C9 alerts you when payment needs to be made. You cannot make payment before it is ready to receive, the funds will just transfer back. You make payment manually
4. Funds are then transferred to super funds with supporting superstream notifications sent to funds

5.2 PayRun submission

On finalising a payday you will be presented with a payday export screen like so. It will default to using super figures as inputted on pay run

Click 'Send' to send as is.



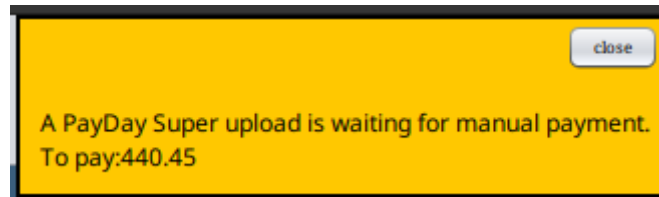
For PayTo this is pretty much all you need to do. Rest will be taken care of.

For manual payment you then need to make payment. **You cannot make payment**

beforehand. Any payments before made before payday funds are submitted and accepted will be simply transferred back.

If you send wrong funds, those funds will be returned in full.

5.3 *Manual payment – making payment*



6 **Edge cases and repairs**

Since nothing ever works the way want it 100% of the time, some intervention may be needed.

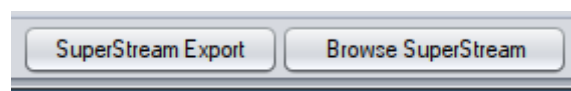
One challenge with super settlement is reclaiming overpaid funds is extremely fiddly and often it is best to just leave it to fix balance on next payrun. For underpaid funds you'll need to pay the delta underpaid on another submission.

C9 does not attempt to compute delta for any scenario, but it provides you tools to manually input figures yourself and submit additional payday submissions.

Generally to access info relating to a super fund transfer goto payroll → payruns. Select paycycle and goto finalized payruns.

In here highlight payrun that is problematic and click on View

At bottom of screen are two buttons of keen interest:

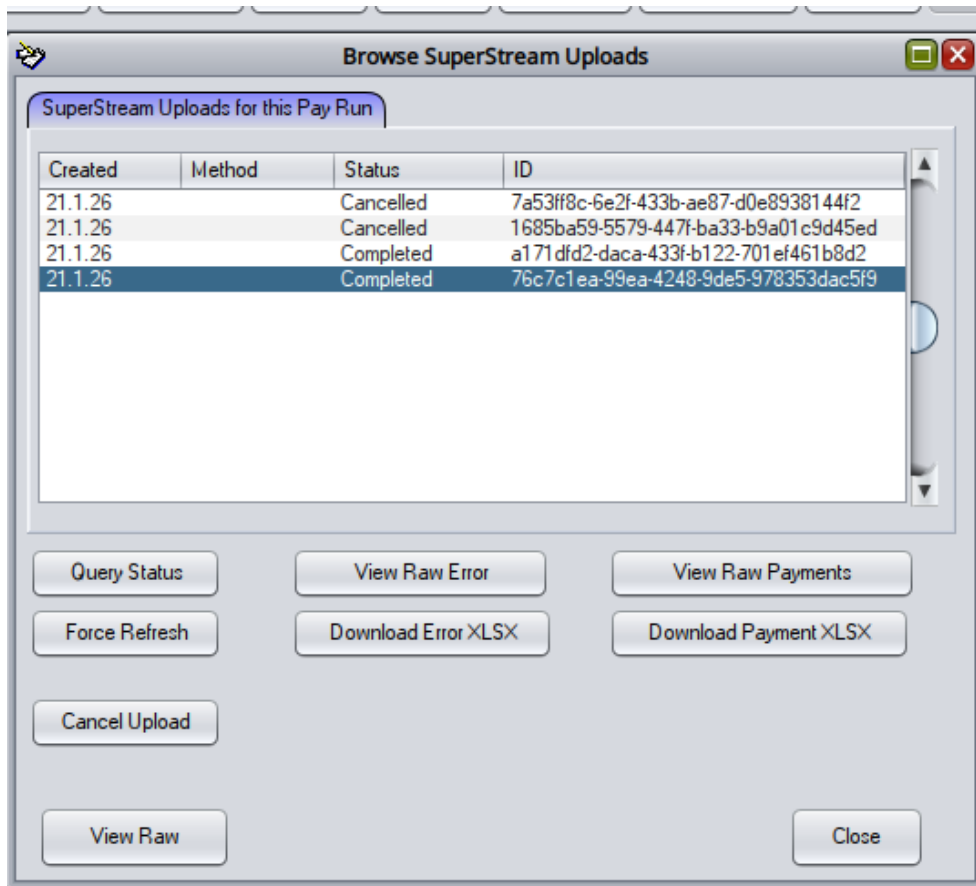


Browse Super Stream – view already submitted stream

SuperStream Export – export/send a new super stream

6.1 **Browse**

In browse you can access a lot of information on super funds sent



Query Status – recheck status of highlighted fund provides details direct from our provider on status of a fund.

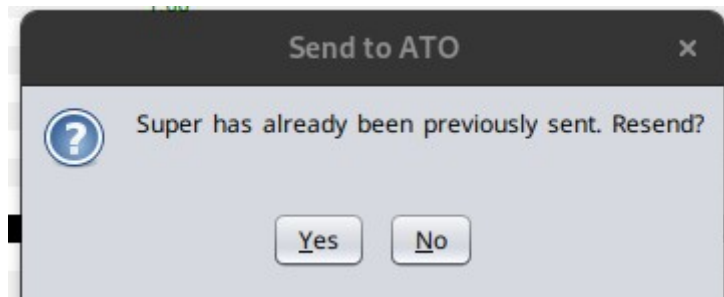
Force Refresh – forces query status and updates c9’s local copy of status. Generally not needed

View/Download Errors – access info on problems with a super upload. Problems like bad superfunds etc.

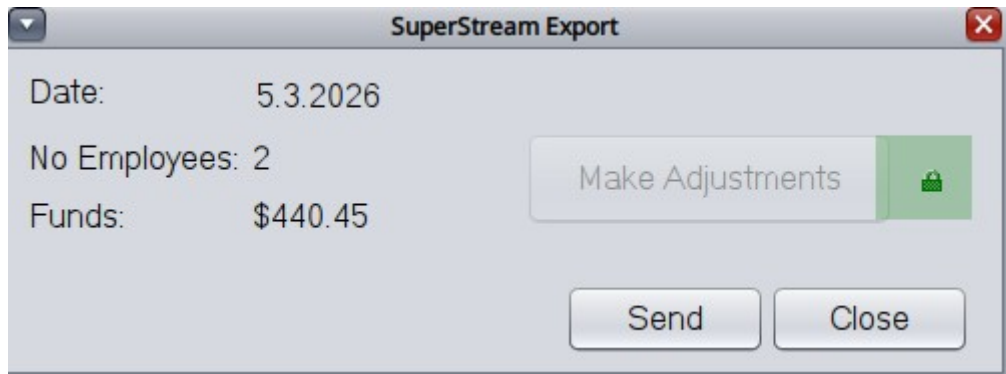
View/Download payments – access info on payments made to superfunds

6.2 *Manually send an upload / and edit funds*

Use the superStream export button to kick off a new export. If one exists already c9 will nag and warn you:



On next screen you can click on padlock to access ability to adjust figures to send



Modify Funds

Code	Guarantee	Voluntary	Additional	Total
ALEX	186.60	0.00	0.00	186.60
BARNEY	253.85	0.00	0.00	253.85

Edit Highlighted Record
Code: ALEX

Employer Super Guarantee:

Voluntary/Salary Sacrifice:

Employer Additional:

Total: 186.60

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Appendix – Status Codes

Setup	
**CREATED	Created - and submitted to our provider, pending validation of sent data.
**SCHEDULED	Scheduled – for advance loaded payruns under 7 days we automatically send to provider using CREATED. But older than 7 days we delay in this scheduled status before alerting them to new payrun
Progress	
UPLOAD_PRE_PROCESSING	Validating File
UPLOAD_READY	Upload Ready - validation completed
UPLOAD_AWAITING_PAYMENT	Waiting for Payment - waiting for manual transfer
UPLOAD_PAYMENT_IN_PROGRESS	Payment in progress - sending payments to superfunds started
UPLOAD_PAYMENT_SUCCESS	Payments successful – payments completed
UPLOAD_SEND_IN_PROGRESS	Send in Progress – sending remittance to superfunds
**UNKNOWN_RETRY	Unknown Error (Will retry)
Completion - failure	
**UNKNOWN	Unknown Error – give up trying
UPLOAD_PRE_PROCESSING_FAILED	Validation Error with uploaded data
UPLOAD_REJECTED	Validation Error with uploaded data
UPLOAD_CANCELLED	Cancelled by operator
UPLOAD_PAYMENT_FAILED	Payment Failed – total failure to pay superfunds
UPLOAD_PAYMENT_INCOMPLETE	Payment Incomplete – partial failure to pay funds
UPLOAD_SEND_FAILED	Remittance Send Failed – fund notification error
Completion - success	
UPLOAD_SEND_SUCCESS	Completed