MLC SuperEzy

User Guide

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Prepared by MLC Limited, a member of
the National Australia Group of companies.

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AFSL 230694

Using our online service to make contributions is an efficient way to manage your super obligations. *You can make contributions for employees within your MLC MasterKey Business Super Plan, and for those who have chosen another super fund.*

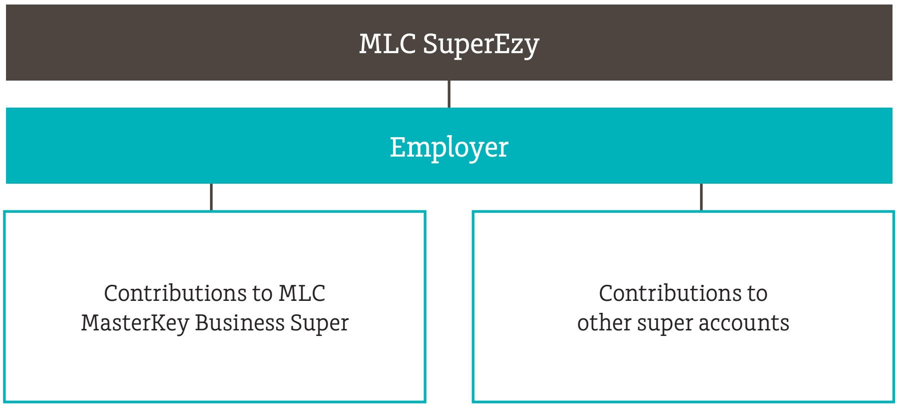
Contents

How does MLC SuperEzy work?

MLC SuperEzy is an online administration and contribution processing service designed to help you easily meet your super obligations.

MLC SuperEzy works with your payroll system so you can:

- enrol new employees, update salaries and change
- personal details
- reduce data entry while making it easier to keep
- employee(s) details up to date
- eliminate the need for paper and cheques, and
- automatically reconcile payments.



Getting Started

What you'll need to start using MLC SuperEzy

To start using MLC SuperEzy, you'll need to read and complete the Application form and send it to us. This form is included with the MLC SuperEzy PDS and available on **mlc.com.au/mlcsuperezy**

Once we've received your signed Application form and set your Plan up on MLC SuperEzy, we'll provide you and your employee representative with a username and password.

Your computer must be set up to access the Internet, using a reasonably current browser. You should also have a list of current members and their normal contribution amounts.

Levels of access

For your security, you're able to select the level of access you want to give your employees representative The table below provides an explanation of the two levels of access available:

Access level	What employees can do
Level A Employee contribution details and submission for processing	• View company information • View and update employee details • Update and create MLC SuperEzy authorised user details; and • Create, submit and authorise contribution schedules, contribution data and member data.
Level B Employee contribution details only	The same access as Level A but does not allow the authorisation of contributions. • View company information • View and update employee details • Update and create MLC SuperEzy authorised user details; and • Create, submit and authorise contribution schedules, contribution data and member data.

Logging In

To start using the system, go to **mlc.com.au/mlcsuperezy/,** type in your username and password and click **Login**.

Step One: Enter your username and password

Step Two: Click **Login**

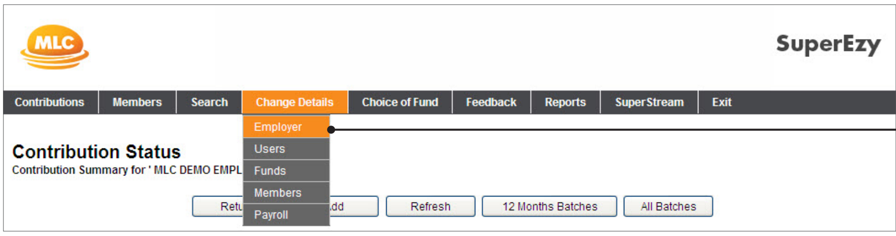
Important!

When navigating through MLC SuperEzy, make sure you don't use any of your internet browser buttons, such as the 'back' button on your menu. Click on **Return** to go back to the previous page or select an item from the menu.

Getting Started

Confirming your details

To confirm your Employer details are correct, you'll need to select **Change Details** from the top menu and click on **Employer**:



Step One: Select **Change Details** from the top menu

Step Two: Click on **Employer**

You'll be able to update your email address however if any other details are incorrect, please contact us on **132 652**.

Using your payroll with MLC SuperEzy

MLC SuperEzy can accept a file generated by your payroll program and automatically enter the details into the contribution schedule.

To ensure that we're able to match your details to those in our system, please send a sample of an extract from your payroll file to **mlcsuperezy@mlc.com.au**

Please include the following information:

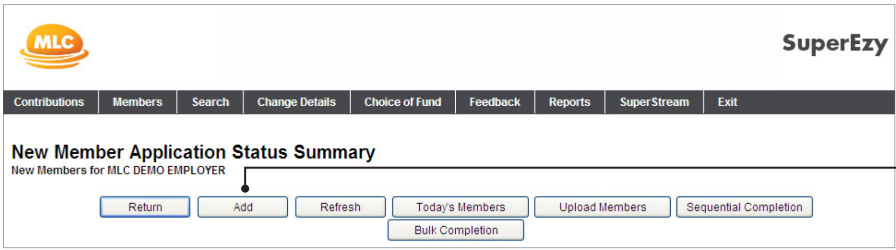
- Name and version of the software you use (eg. MYOB version 2.1)
- File saved in either CSV or text format

For further information on setting up this facility, call us on **132 652**.

Setting up your members

Adding a new member on screen

To add new members to your Plan, select the **Members** menu and click on **New Members**. The following screen will display:



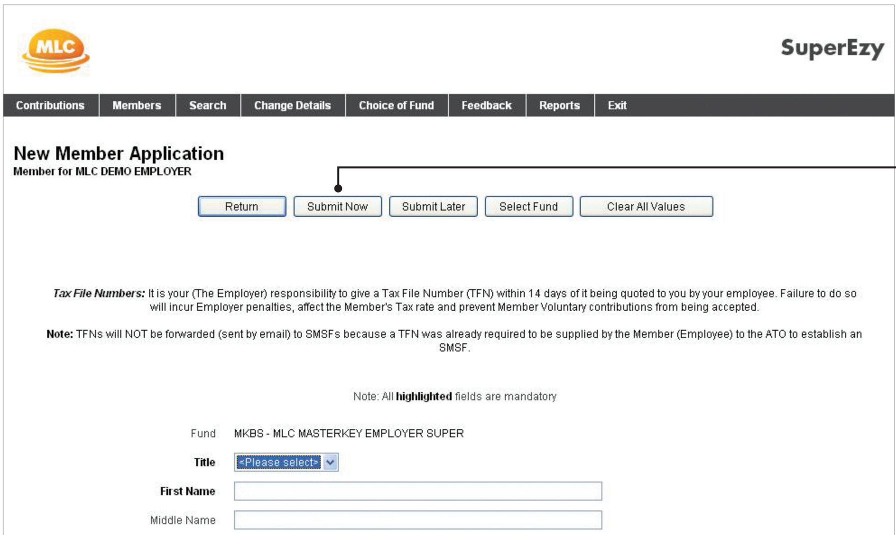
Step One: Click on the **Add** button to take you to the **New Member Application** page.

Step Two: Select the fund by clicking on the **Fund for New Member Application** drop down box

Step Three: Click **Continue** and the New Member application page will open.

New member application

This is where you enter the new member's details. Once you've entered all the details, click on **Submit Now** and the new member's details will be generated.



Step One: Once you've entered all the details, click on **Submit Now.**

Important!

If you've missed any fields or entered information incorrectly, a reminder will display on screen to enter that information before you can proceed.

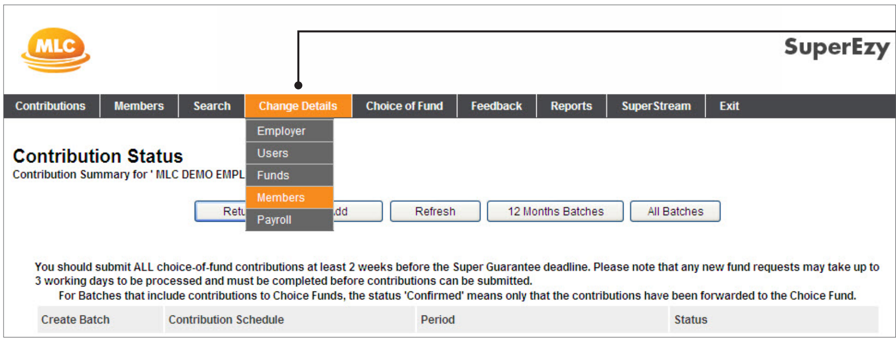
Adding new members by payroll file upload

MLC SuperEzy makes it simple to conveniently upload a payroll file to make changes to your Plan. If you don't have this facility and would like to use it, please call us on **132 652**.

Setting up your members

Confirming member details

To view your member details, you'll need to select **Change Details** from the top menu and click on **Members**:

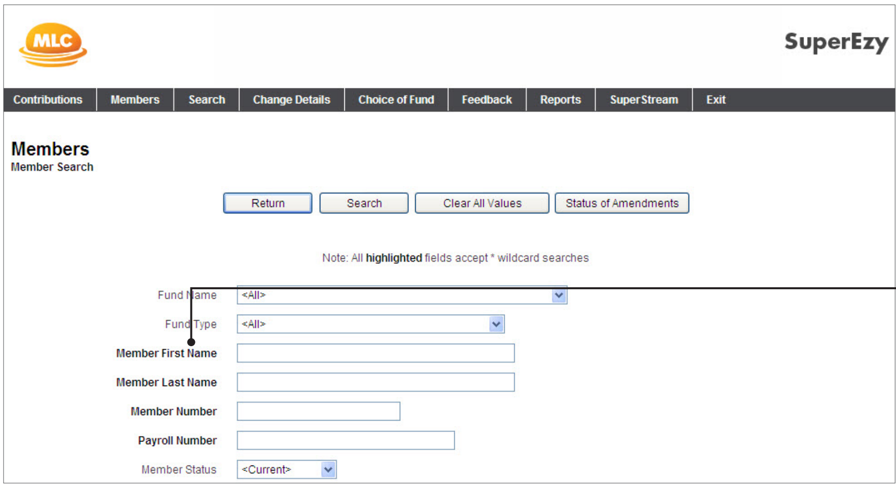


Step One: Click on **Change Details**.

Step Two: Click on **Members**.

There are two options when searching for members:

1. List all members in the Fund – select the Fund from the **Fund Name** drop down box.
2. Search for an individual member – type the member's details into the search fields.
3. Click **Search.**



Step One: Click on **Member First Name** to view and their amend details.

To view the member's details: Click on their name.

If any of the member's details are incorrect, they'll need to be amended. Refer to page 16 for information on how to do this.

Managing your Contributions

There are two ways of making contributions. You can either enter the contributions on screen or upload a payroll file.

If you would like to use the upload facility, please call us on **132 652** to set this up for you.

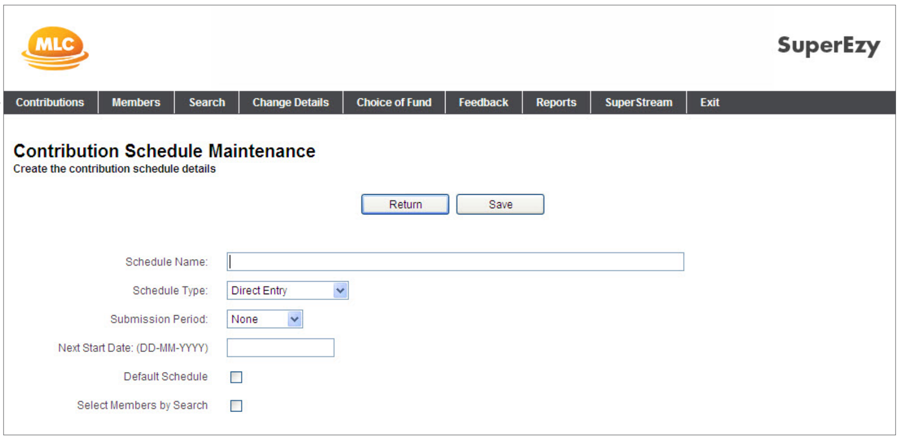
Step One: Click on **Contributions**

Step Two: Select **Add**.

Creating a new contribution schedule

If this is the first time you're making contributions, you'll need to create a template for your contribution schedule. You only need to set up a contribution schedule once, which you can then use to submit regular contributions. To do this, click on **Contributions** and select **Add**.

The following screen will display:



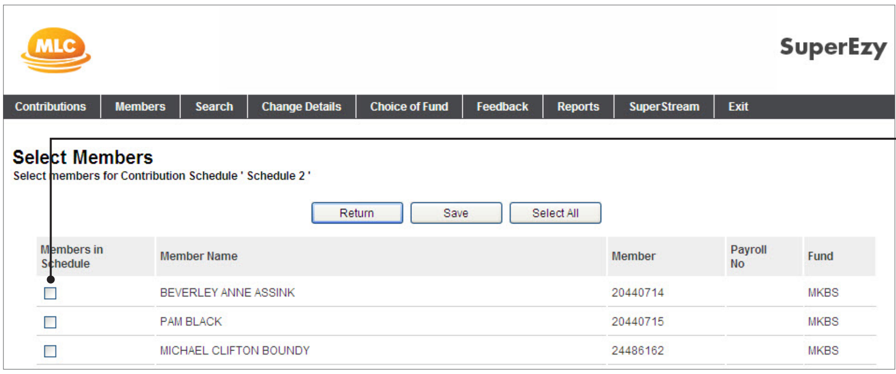
Then complete the following fields:

1. Schedule Name
2. Schedule Type – this will be either **Direct entry** or **Payroll transfer**
3. Submission Period – (eg weekly/fortnightly/monthly)
4. Enter the next start date
5. Select the **Default Schedule** tickbox if you want all future members automatically added to the schedule. This is for Direct Entry only.
6. Tick **Select Members by Search** if you want to add members individually to the schedule.
7. Click **Save** once all the fields have been entered

You can only select one contribution schedule as the default. If you have more than one schedule, you'll need to add new members to all except the default.

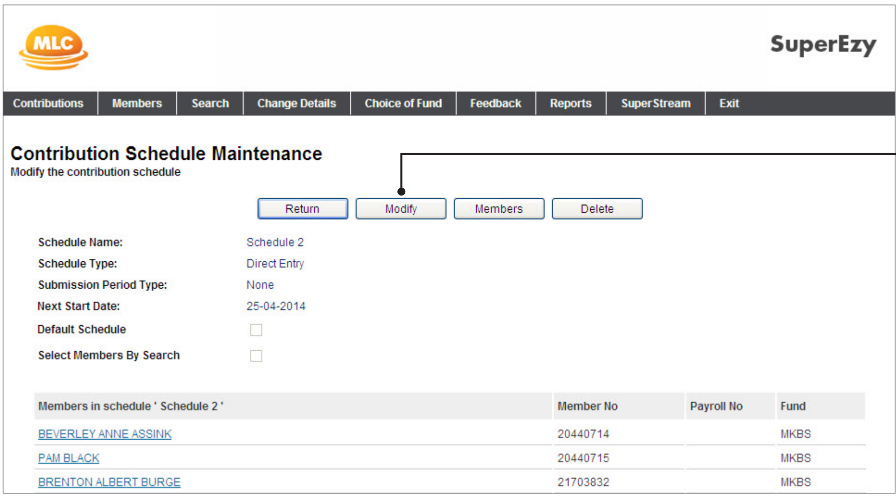
Managing your Contributions

If you have selected **Direct entry** and did not select **Members by Search** the following screen will display:



You can then either select members one by one by ticking the box next to their name, or click on the **Select all** then click **Save** and the contribution schedule will be saved.

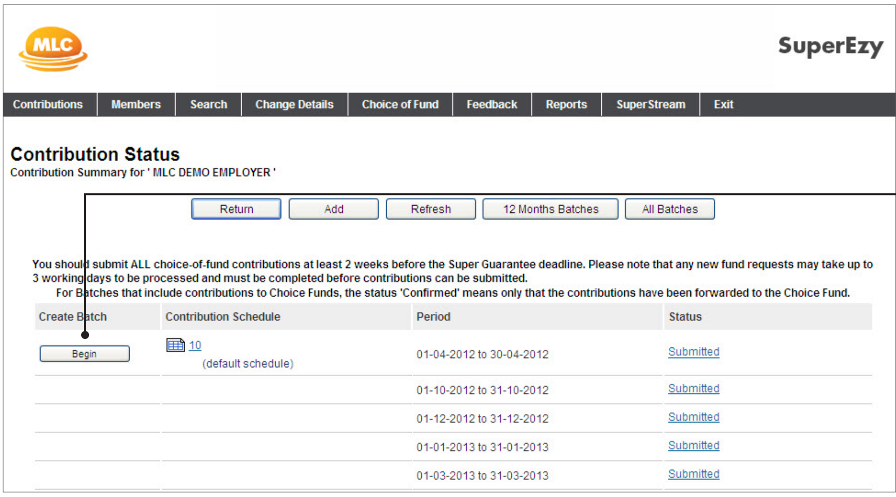
The **Contribution Schedule Maintenance** page then opens. Check that the information is correct. If you need to make changes, click on **Modify** to update the information, otherwise click on **Return** and your new Contribution Schedule will be ready for use.



Step One: Click **Modify** to make changes, or click **Return** for your new **Contribution Schedule**.

Entering contributions on screen

On the **Contributions** screen, under the **Create batch** heading, click on **Begin**.



Step One: Click **Begin** and the Batch Input screen will open.

Step Two: Enter the contribution details for each member in the relevant fields.

Step Three: Select **Save and Continue** and the Batch Payment Details page will open.

Understanding the contribution schedule fields

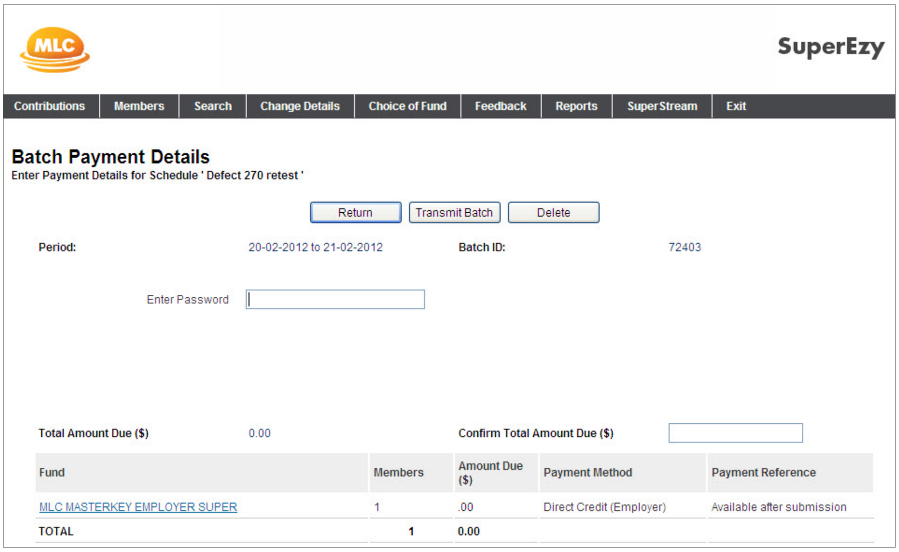
It's important to understand each of the contribution categories to ensure your employees' contributions are processed correctly. The table below outlines the contribution categories:

Category Access Level	Contribution type
SGC	• The standard compulsory contributions you're required to make, either SG or award.
Employer additional	• Employer contributions over and above the employer compulsory contributions.
Member voluntary	• Additional contributions made by an employee from their after-tax income and processed by you on your employee's behalf. This type of contribution is also referred to as a non-concessional contribution.
Salary sacrifice	• Additional contributions made by an employee from pre-tax income and processed by you on your employee's behalf.
Spouse	• An after-tax contribution made by an employee's spouse.

Managing your Contributions

If you regularly submit the same contribution amounts for your employees and you want these to be pre-populated on screen for next time, just select the tickbox **Set as defaults** beside the members' names. Then click **Save and Continue**.

The **Batch payment details** page will open:

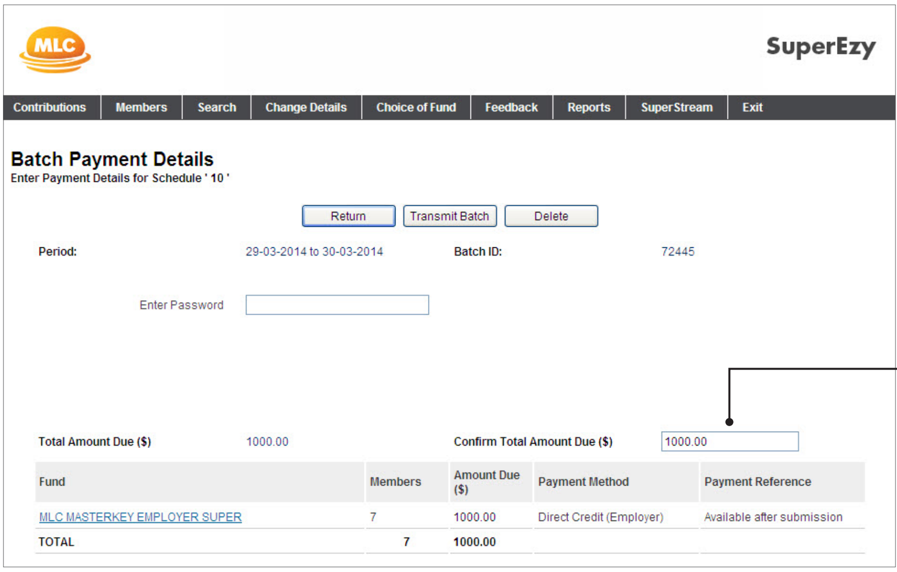


Important!

You should check the contribution period on the screen before processing.
If this is incorrect, click on **Delete** and create a new batch for the correct period.

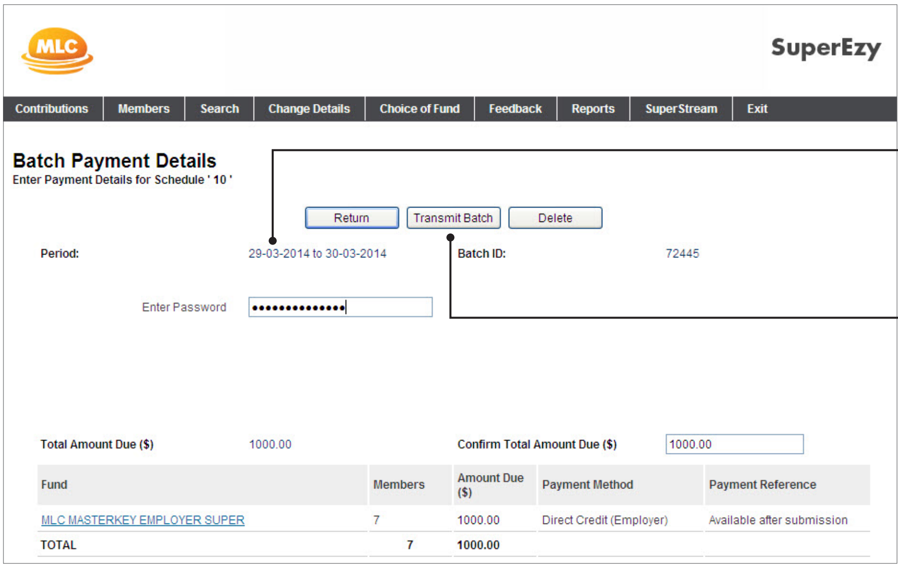
Process a contribution batch

To finalise the contribution batch you will need to confirm the total amount due by entering this in the **Confirm Total Amount Due ($)** box.



Step One: Enter the total amount due in the **Confirm Total Amount Due ($)** box.

You then need to enter your password and click **Transmit batch**.

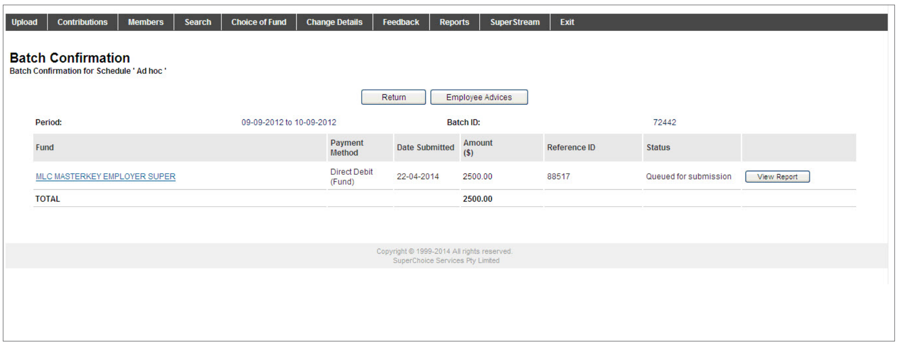


Step Two: Enter your password.

Step Three: Click **Transmit batch**.

Managing your Contributions

Once the Amount and passwords entered are correct the **Batch Confirmation page** will be displayed:



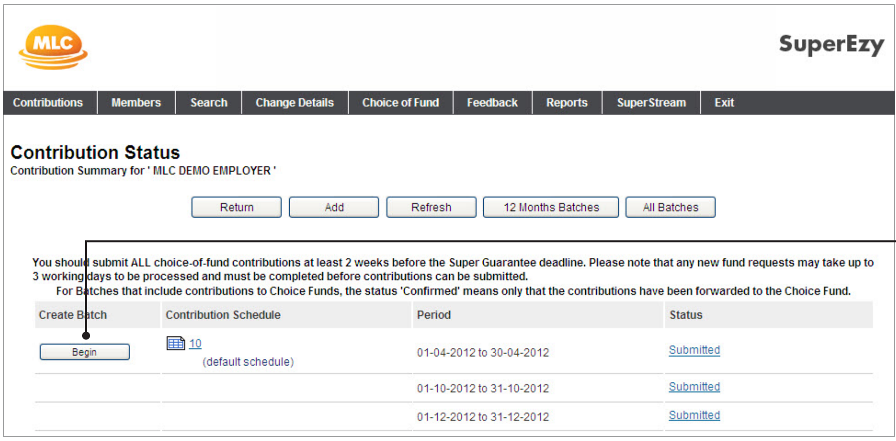
Important!

Only Level A access users are able to perform this function. Level B access users are able to prepare and save contribution schedules but they cannot transmit the batch.

If you have dual authorisation, a second employer representative must authorise the batch before it can be transmitted.

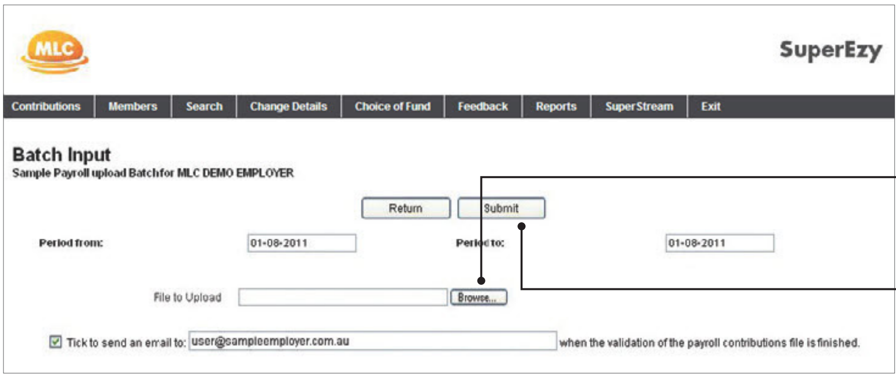
Submitting contributions using the payroll file upload

Once we've set up this facility for you, follow these steps to conveniently upload a payroll file to make contributions:



Step One: Select **Begin** button next to the icon with the red arrow

From this screen, select **Begin** button next to the icon with the red arrow which indicates that the contribution schedule can be used to upload payroll files.



Step Two: Select **Browse** to select the file you want to upload.

Step Three: Click **Submit**.

On this screen, click on **Browse** to select the file you want to upload. You can select the tickbox to receive an email confirming that the file was validated correctly. Then click **Submit**.

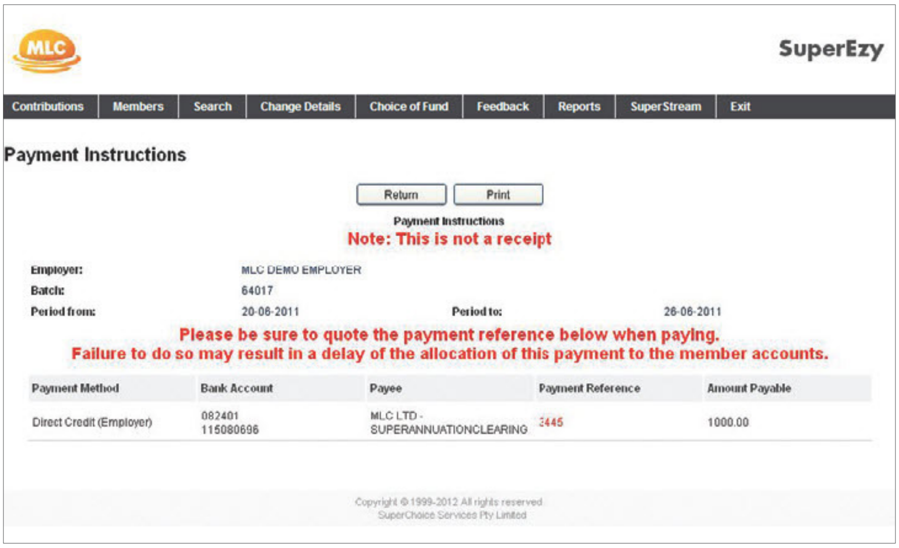
When the file has been successfully uploaded, you'll be returned to the **Contribution Status** page where the status will show as **Ready for Submission.**

To transmit the batch, you'll need to confirm the total amount due and type in your password.

If you're using Direct Credit, the **Batch Confirmation** page will then open, where you can view and print out reports for each super fund.

Click on **Payment Instructions** to view the following screen:

Managing your Contributions



Click on **Return** to go back to the **Contribution Status** page.

Managing your Choice employees

MLC SuperEzy enables you to make contributions to all Complying Super funds in Australia (including Self Managed Super Funds) from the one Payroll file and in one payment.

Setting up a Choice fund

Important information!

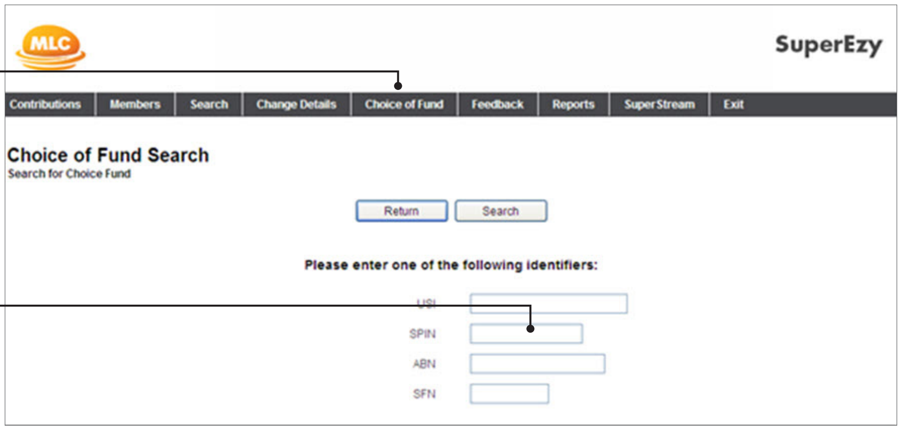
Before adding a Choice fund, you should make sure that the fund accepts employer contributions.

If you are adding a Self Managed SuperFund (SMSF), you will also need to provide the electronic service address of the SMSF.

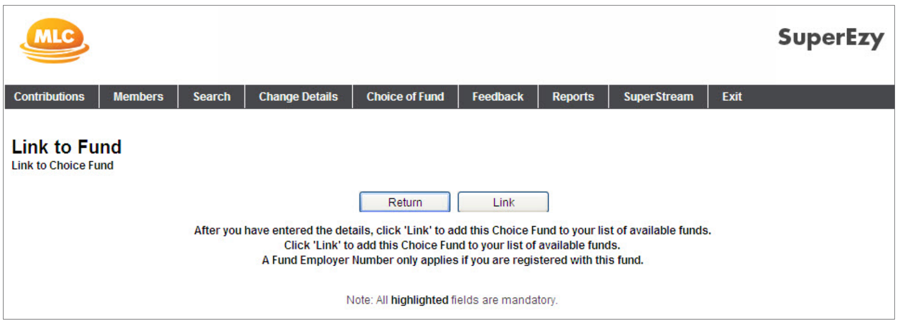
The first step in making contributions to Choice employees is to make sure you're linked to the Complying Fund.

Step One: Click on the **Choice of Fund** and select **Link to Choice Fund**.

Step Two: Enter the USI, SPIN, ABN or SFN of the fund and then select Search (Either the USI or the SPIN is highly recommended). If the fund is available in MLC SuperEzy, the **Link to Choice Fund** page opens.



If the fund is already available in MLC SuperEzy, the **Link to Choice Fund** page opens:



If no error messages were displayed, click on **Link**. You'll now be able to add new members to the fund and start making contributions.

If the Fund is not available, follow the steps on page 14, **Applying for a new Choice fund**.

Managing your Choice employees

Each Choice fund being linked will have a message displayed which outlines the rules applicable to the fund. Some funds require certain information before contributions can be processed.

If a fund has been terminated or cannot accept contributions, a message will display saying that the fund has been blocked.

If you believe that you can contribute to that fund, contact that Fund Administrator.

Applying for a new Choice fund

All institutional funds and many SMSFs will already be available on MLC SuperEzy.

Important!

If an Institutional fund does not appear, you will need to contact MLC to have it validated and added to your Choice of Fund list.

If you need to link a new SMSF to MLC SuperEzy, follow these steps:

1. Click on **Payment Method** for the fund and select **Continue**
2. Select your payment type, ie **EFT** or **Cheque**
3. Enter the following details depending on your payment type:

Payment type	Details
EFT	• Fund Email Address • Fund Electronic Service Address • Fund BSB • Fund Bank Account Number
Cheque	• Fund Address • Fund Suburb • Fund State • Fund Post Code

4. Click on **Request** to submit the application.

To check on the status of any requests for new funds click on **Choice of Fund** menu and select **Outstanding Requests**. A list of the super funds that are requested but not yet available will be provided.

Making contributions to your Choice employees

Once you're linked to the Choice fund, you'll be able to process contributions as outlined in **Managing your Plan**, on page 5.

Receiving feedback from Choice funds

Should there be any issues with Choice funds, we'll communicate these with you. This includes information being received by the Choice fund or that a refund has been sent back to you.

You'll need to action these requests to ensure that contributions can be allocated in a timely manner. If you receive a refund and a new contribution is not remitted, you may be in breach of Superannuation Guarantee liabilities.

Below are three types of errors or feedback you may receive:

Message	Explanation
Change notification	This means that either the Member or Employer number has been changed. You'll need to update your payroll system if you get this message.
Return	This means that money has been returned and you'll need to make a new contribution for the affected member to avoid SG liabilities.
Feedback	This means that money has been allocated but information in MLC SuperEzy and your payroll system needs to be changed to avoid the money being returned in the future.
Salary sacrifice	Additional contributions made by an employee from pre-tax income and processed by you on your employee's behalf.
Spouse	An after-tax contribution made by an employee's spouse.

Important Information!

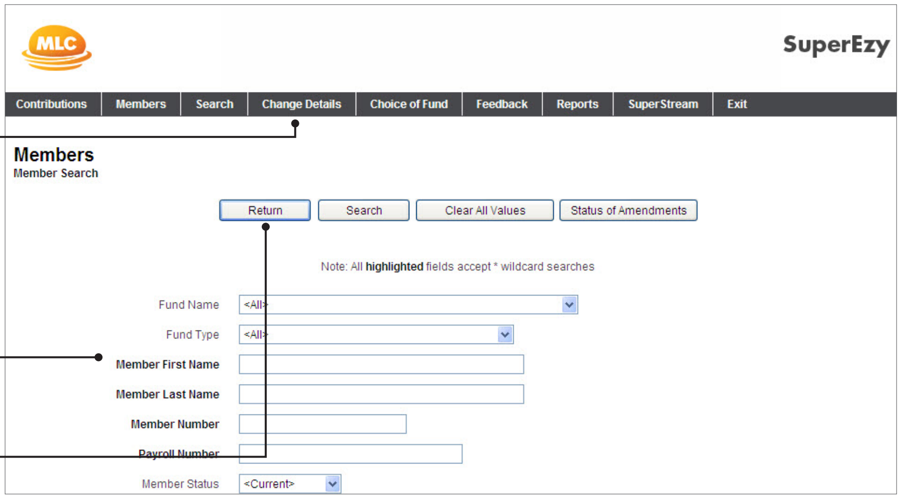
You'll need to action all requests within 4 days of receiving the errors or feedback otherwise they'll automatically be deleted.

Updating member details

You can update your members' details two ways, either by making changes on screen or uploading a payroll file.

Updating members on screen

To make changes on screen, click on **Change Details** then select **Members**. The following page will display:



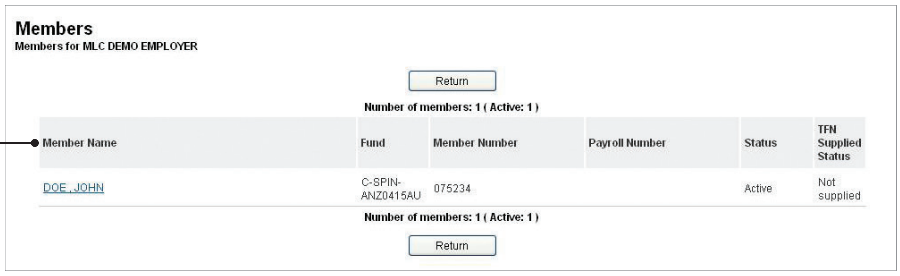
Step One: Click on **Change Details** then select **Members**.

Step Two: Enter the member's first and last names, or

Enter the member number or payroll number.

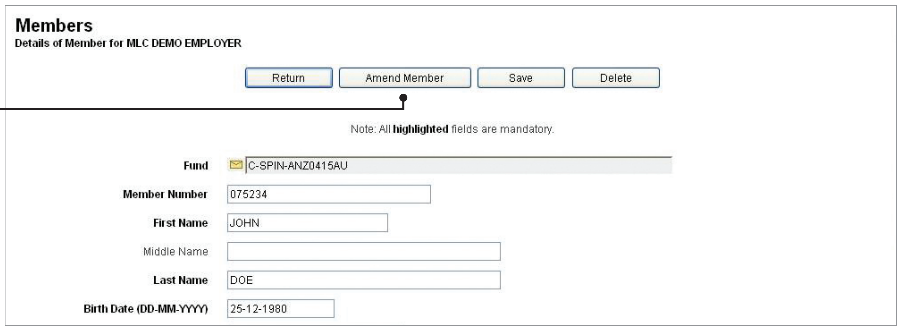
Step Three: Click **Search**.

Then the following screen will display:



Step Four: Click on the member's name.

Select on the member's name and this screen will display:



Step Five: Select **Amend member** and you'll be able to update their details on screen.

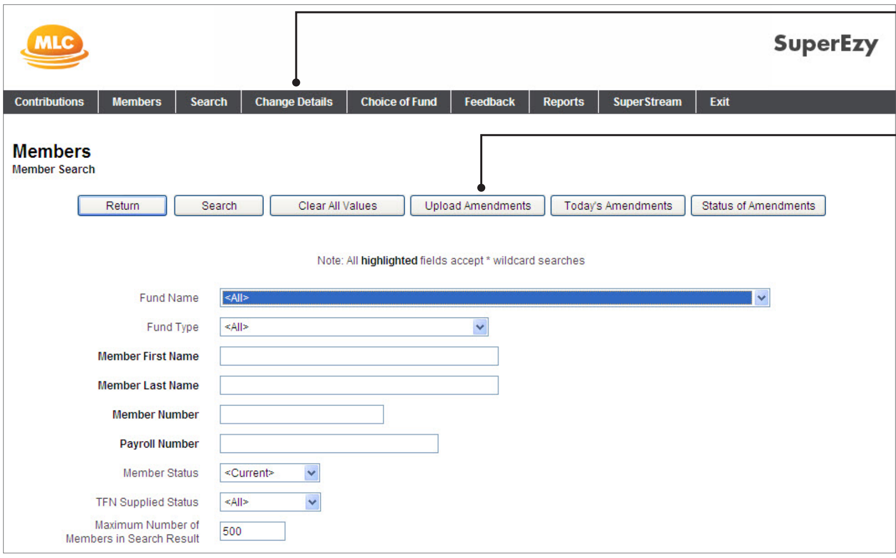
Once you've completed the details, click on **Submit** and the changes will be implemented on the member's account.

Important!

Some member details, such as name and date of birth, cannot be changed by you. Ask the member to contact us directly to update these details.

Updating members by uploading a payroll file

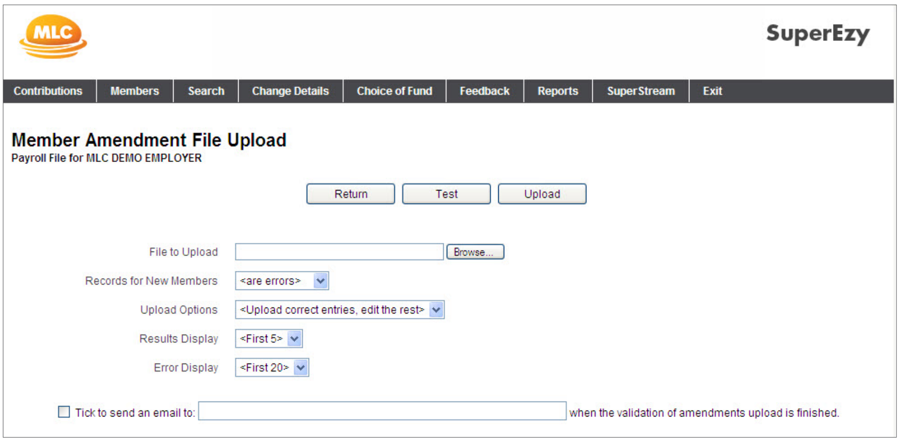
If you're using a payroll file and you need to make changes, complete the following steps:



Step One: Click on **Change details** then select **Members.**

Step Two: Click on **Upload amendments**.

The following screen will display:



There are a few settings you can choose:

- Whether the records for new members are errors or are ignored
- How many results to display – first 5 or all records
- How many errors to display – first 20 or all records

Then click on **Browse** to select the file you want to upload.

You can now **Test** the file or go straight to **Upload**. By testing the file first, you'll be able to identify any errors and correct them before uploading it.

To upload the file, click **Upload** and your amendments will be saved.

Exiting members

There are two ways to exit a member from your Plan, either by making changes on screen or by uploading a payroll file.

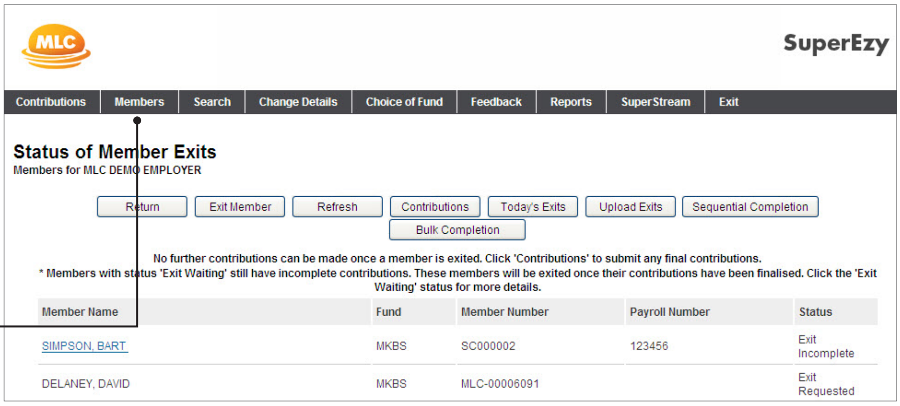
Important!

Before you exit a member, please make sure you've submitted all their contributions. Once they've been exited, you won't be able to submit any more contributions for them.

Exiting a member on screen

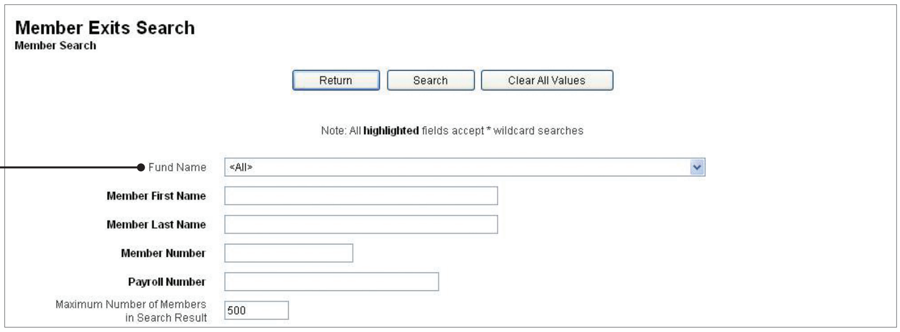
Click on **Members** then **Exit Members** and the following screen will display:

Step One: Click on **Members** then **Exit Members.**



Click on **Exit Member** and this screen will display:

Step Two: Enter the member's name, member number or payroll number and select **Search**.

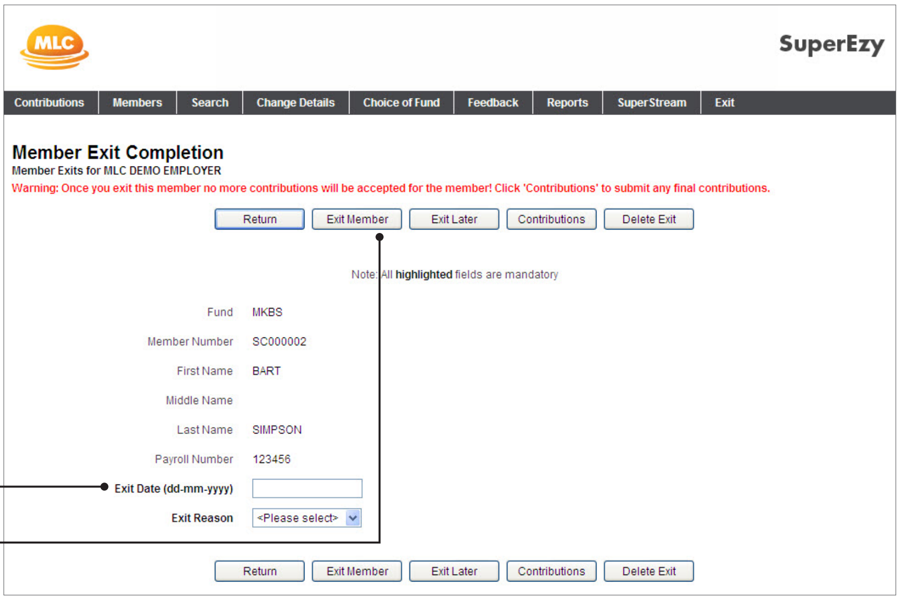


Then enter the member's name, member number or payroll number and select **Search**. The following screen will display:

Step Three: Select the member's name.

Select the member's name and the following screen will display:

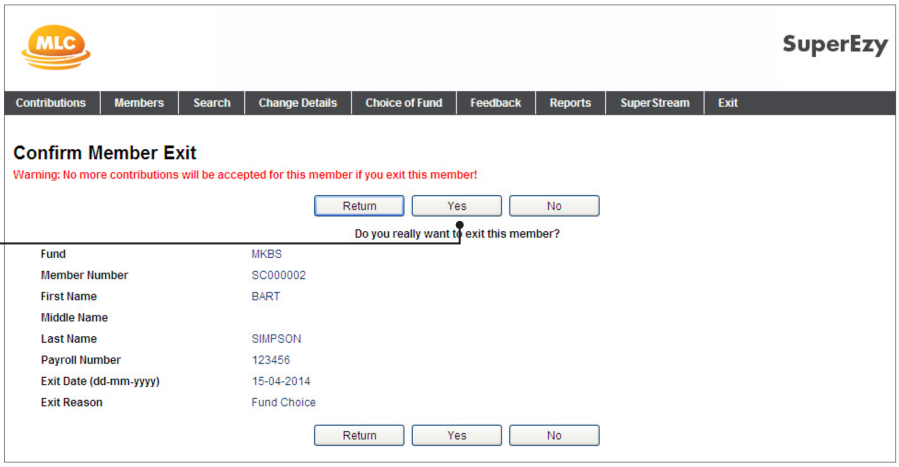
Step Four: Enter the **Date left employment** and the **Exit reason**, ie Fund Choice or Left Employment.



Step Five: Click **Exit Member.**

Then click on **Exit Member** and the following screen will display:

Step Six: Click **Yes** and the exit will be processed.



A final warning message will display reminding you that once you exit the member, you'll not be able to submit any contributions for them.

To proceed, select **Yes** and the exit will be processed.

Exiting members

What if I get an error?

Any errors detected during the upload are displayed on the **Member Exit Uploads Results** page.

Click on Yes to confirm that the exits should proceed or on No if not.

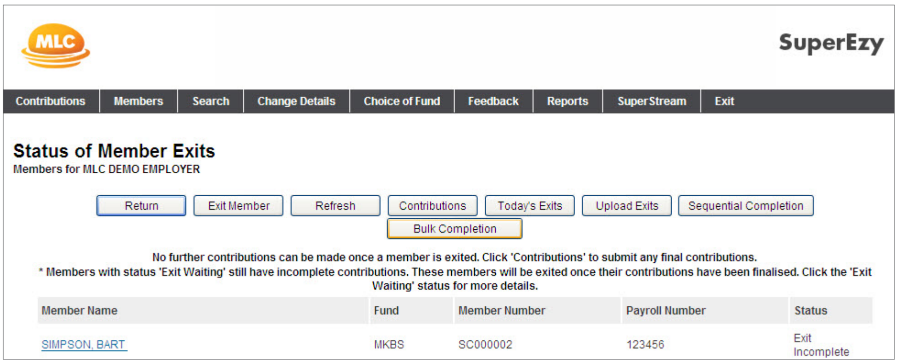
The **Status of Member Exits** page opens and the **Edit Queue** is updated with the results of the upload. The member's status is set to **Exit Requested** or **Exit Waiting** if the member still has outstanding contributions in MLC SuperEzy.

Once we've processed the exit request, the Member's status will be updated.

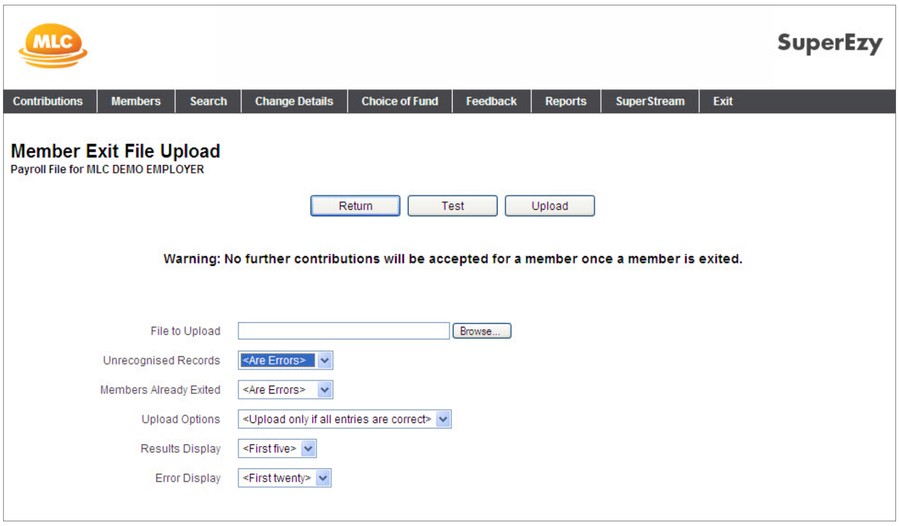
A final warning message will display reminding you that once you exit the member, you'll not be able to submit any more contributions for them.

Exiting a member by uploading a payroll file

Click on **Members** then select **Exit Members**. The following screen will display:



Now click on **Upload Exits** and the following screen will display:



There are a few settings you can choose:

- Whether unrecognised records are ignored or create an error
- Whether members who already exited are ignore or create an error
- Upload options
- How many results to display – first 5 or all records
- How many errors to display – first 20 or all records

Then click on **Browse** to select the file you want to upload.

You can now **Test** the file or go straight to **Upload**. By testing the upload first, you'll be able to identify any errors in the file and correct them before uploading it.

To upload the file, click **Upload** and your exits will be processed.

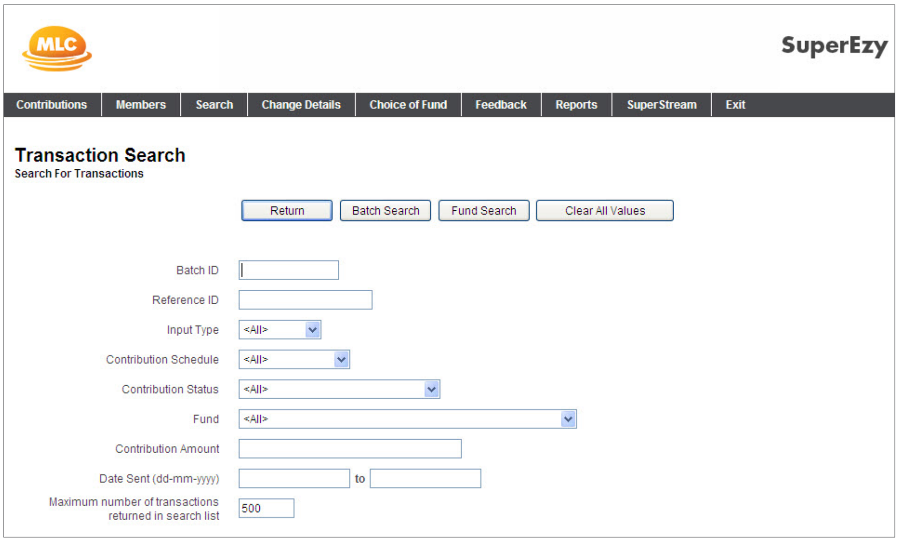
Reports

View contribution history

You can easily view the history of all contributions submitted within any given date range. To display this information, select **Search** and click on **Batch** or **Member**.

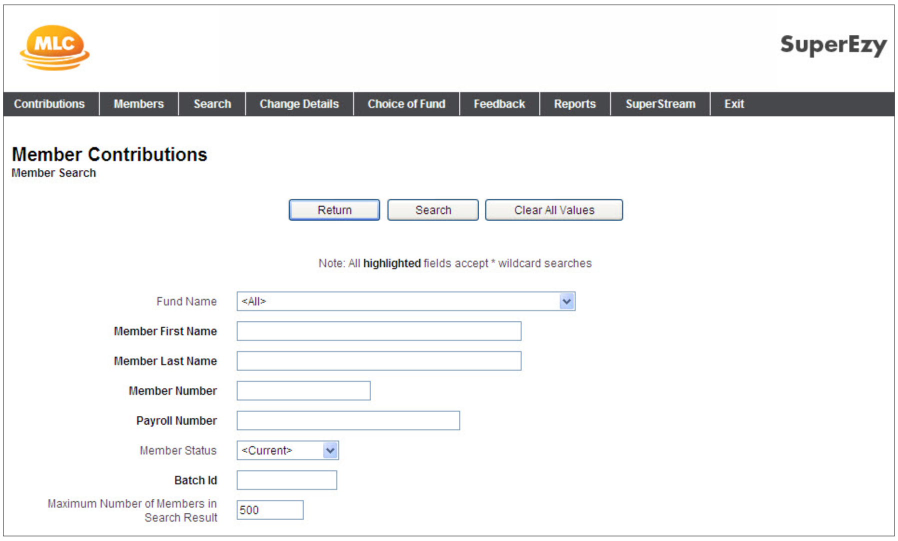
The following screens will display:

Batch:



To search by batch, click Batch Search to display a list of all previous batch payments made. Alternatively, to limit your search, complete any or all of the fields shown above and then click Batch Search.

Member:



To search contribution made to an individual member click **Search**, this will display all active members in your plan. To view a specific transaction, click on the member's name.

You can limit your search by entering any or all of the above fields.

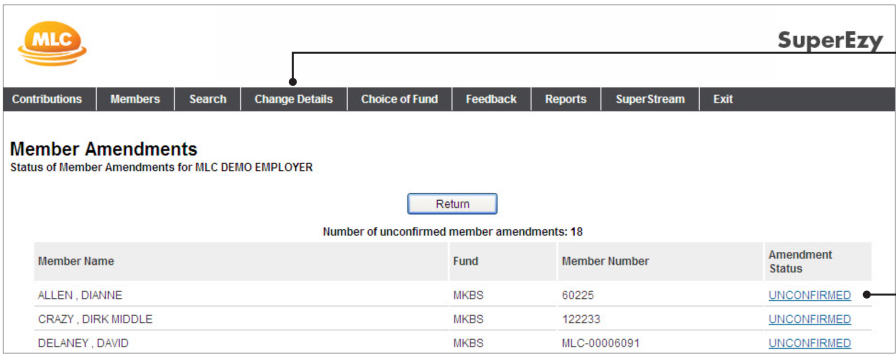
If you want to print the Contribution Advice Report, click on the **Reference ID** and select **Print**.

Reports

Status of Member Amendments

You can check the status of amendments you have made for a member or group of members. To do this, click on **Change Details** and select **Members**.

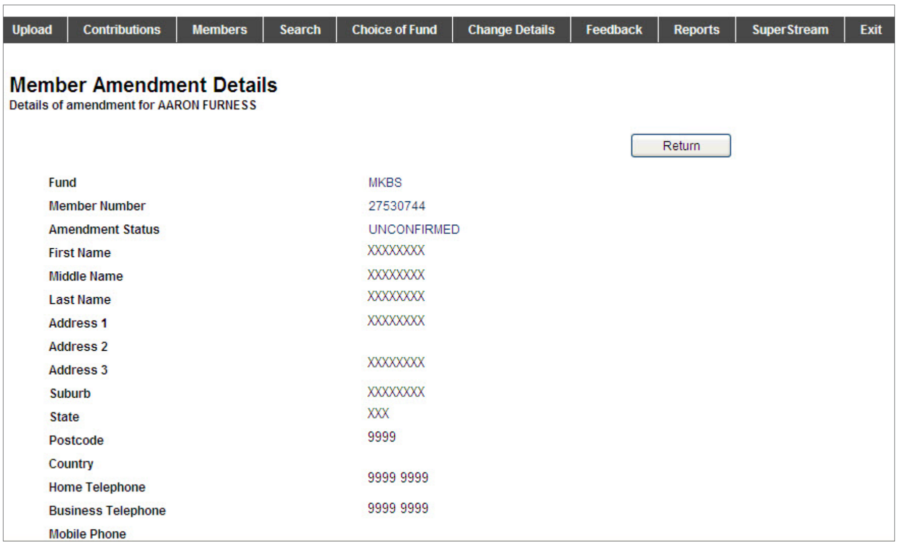
Click on **Status of Amendments** and the following page will display:



Step One: Click on **Change details** then select **Members.**

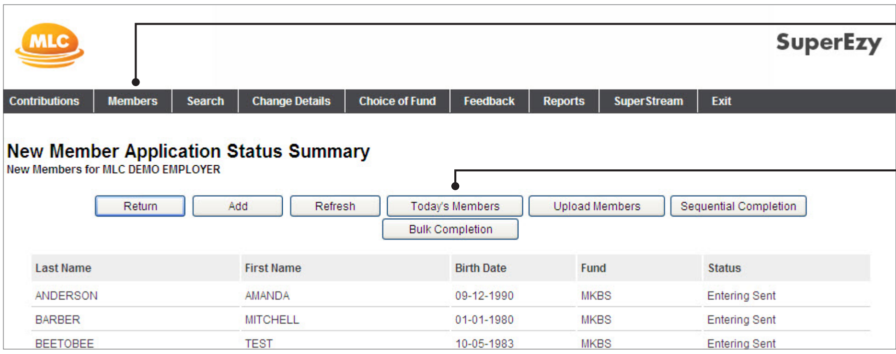
Step Two: Click on the **hyperlink** beside the applicable amendment to display more information on the amendment.

To display more information on the amendment, click on the hyperlink beside the applicable amendment and the information will display:



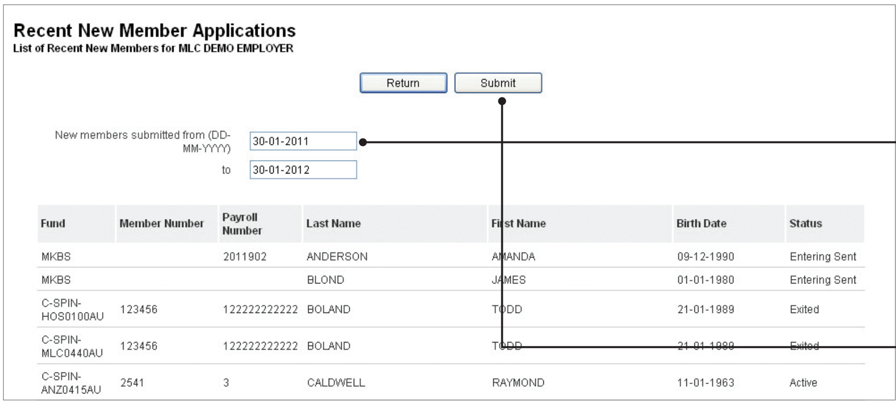
View submitted New Member applications

You can view any New Member applications you have submitted by following these steps:



Step One: Click on the **Members** menu and select **New Members**. Any new members that haven't been submitted or accepted are listed.

Step Two: Click on **Today's Members.**



Step Three: Type the required date range in the **New members submitted from (DD-MM-YYYY)** and **To** fields.

Step Four: Click on **Submit** and all New Members submitted will display.

Reports

Employee Contribution Advices

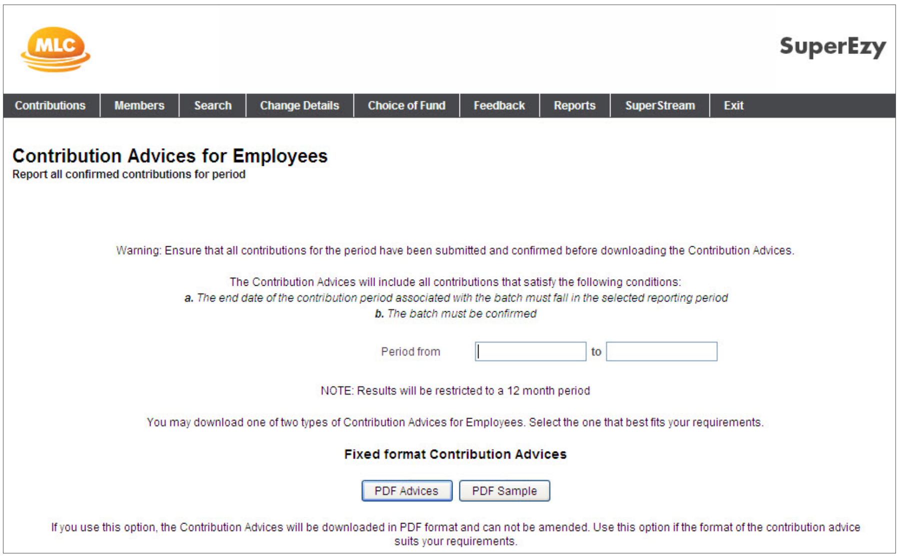
You can create advice documents for your employees, which outline the contributions that have been remitted by you through MLC SuperEzy.

You can download the Advices either by date range or per batch.

Employee Contribution Advices – Date Range Report

To download the Advice for a date range, click on **Reports** and select **Employee Advices**.

Type the required date range in the **Period From** and **To** fields. Please note that the report cannot be for a period greater than 12 months (at a time).

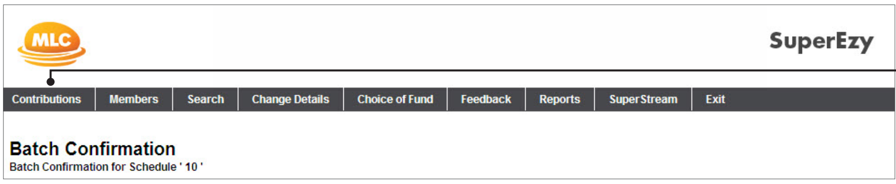


1. Click on **PDF Advices** for Adobe Acrobat format.
2. Click on **Advice Details** for the report to be in CSV format.

Employee Contribution Advices – Batch Report

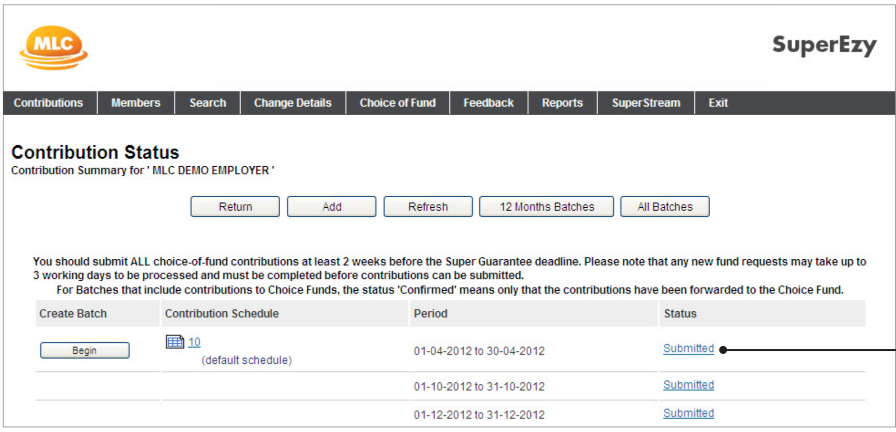
To download the Advice for a batch, you need to be in the **Batch Confirmation** page.

To get to the batch confirmation page, you would need to be on the **contribution status** page by clicking **contributions** menu.



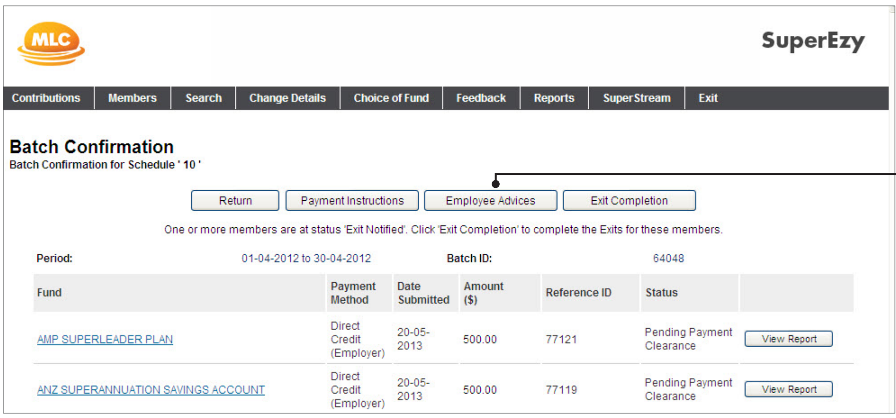
Step One: Access the **contribution status** page by clicking **contributions** menu.

Then click on the "**submitted**" hyper link corresponding to your desired batch.



Step Two: Click on the **submitted** hyper link corresponding to your desired batch.

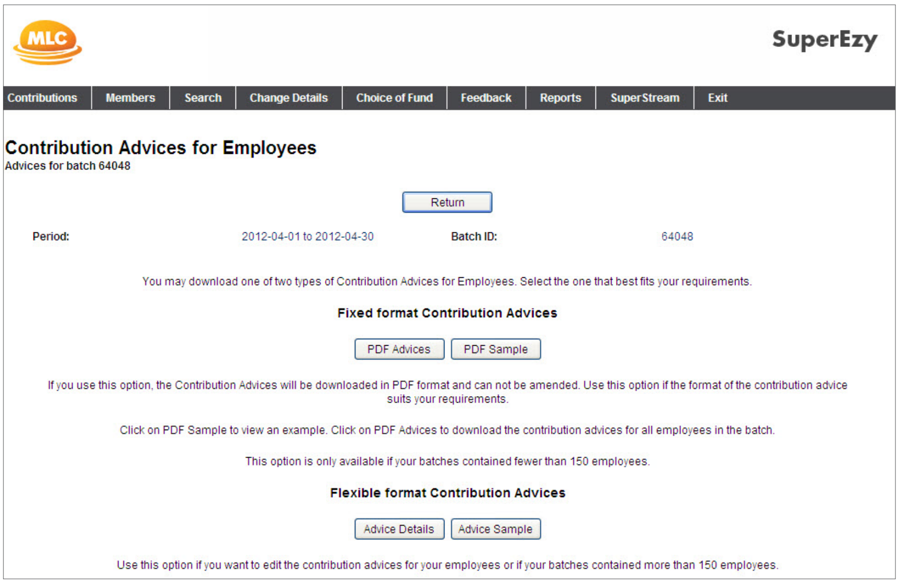
You will now be on the Batch confirmation page:



Step Three: Click on **Employee Advices**.

Reports

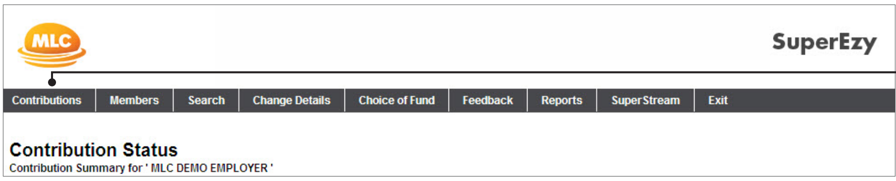
From this page, click on **Employee Advices** and the following page will display:



3. Click on **PDF Advices** for Adobe Acrobat format.
4. Click on **Advice Details** for the report to be in CSV format.

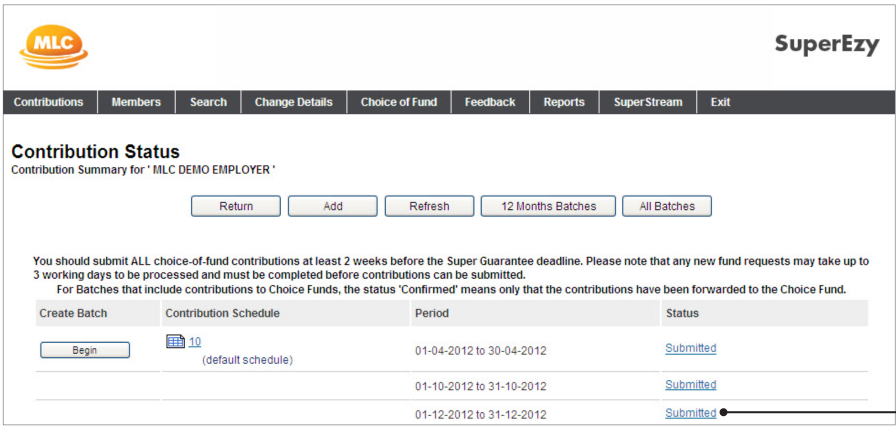
Payment Instructions
(Applicable to Direct Credit users only)

To view the Payment Instructions for a batch, the easiest way is through the **Batch Confirmation** page, accessible through the **Contributions** menu.



Step One: Access the **contribution status** page by clicking **contributions** menu.

Once you have selected the contributions menu, the Contributions Status page will display:

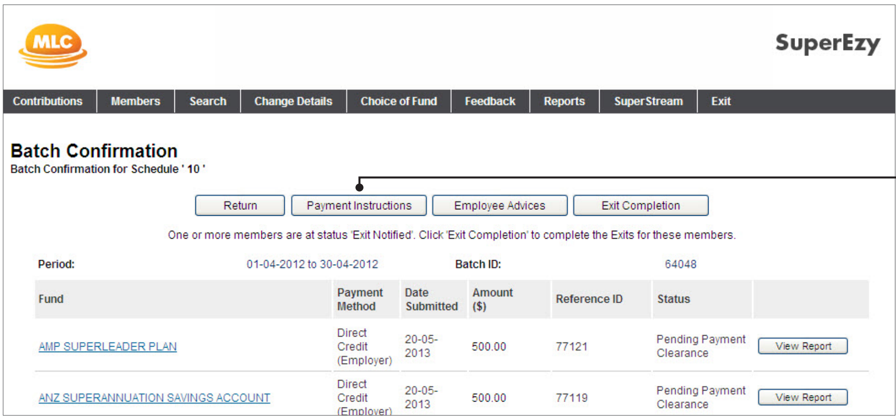


Step Two: Click on the **submitted** hyper link corresponding to your desired batch.

Click on the **Submitted** hyperlink for the batch that the Payment Instructions are required to make payment for.

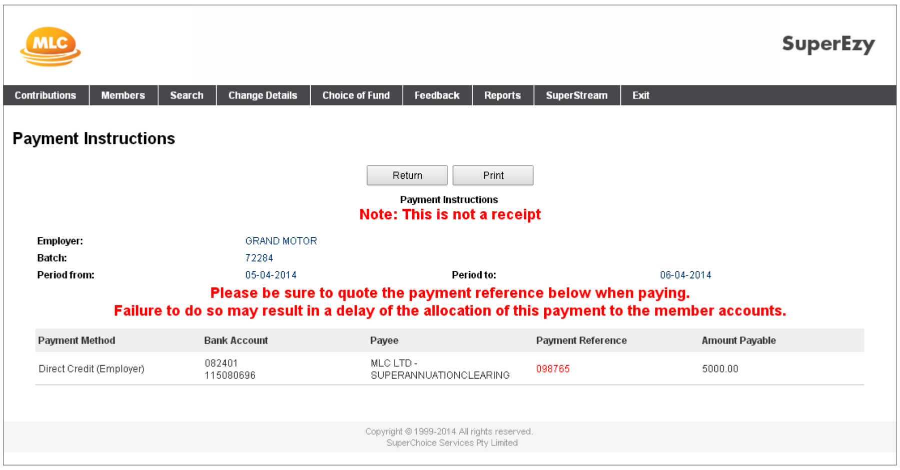
Reports

Click on **Payment Instructions** and the following screen will display:



Step Three: Click on **Payment Instructions**.

To view the report, click on **Payment Instructions** and the following page will display:

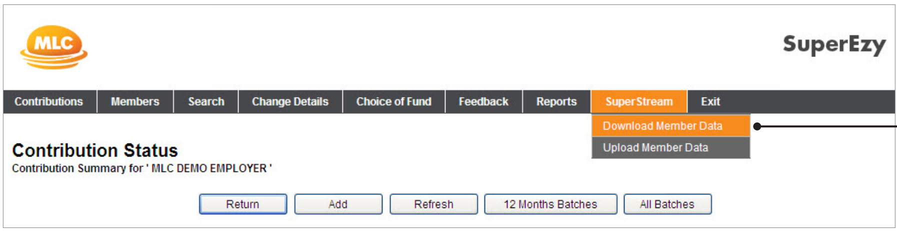


You can then print the report.

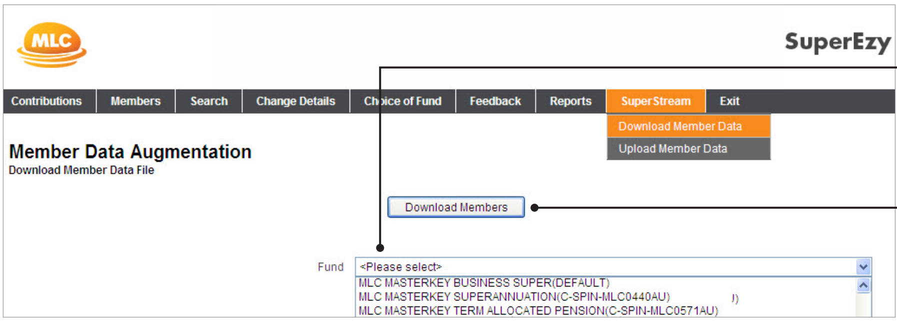
SuperStream

Amending member data

Use this page to download member details in a Microsoft Excel® file. You can amend member details and then upload the file to change the details in SuperEzy.



Step One: Click on SuperStream, then select Download Member Data.



Step Two: Select the Fund from the drop down box.

Step Three: Click Download Members to save the fund's member details as an Excel spreadsheet.

Where the upload is unsuccessful, an errors page will display. This shows whether the error is with the file format, or with the data that the file contains.

Resolve any errors, then click Upload to upload the corrected file and modify member details in SuperEzy.

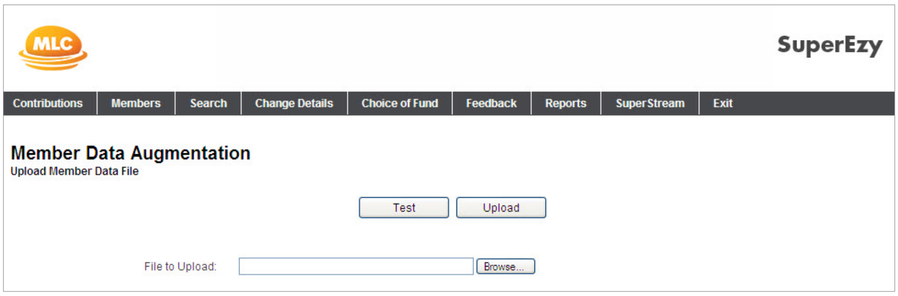
Amending member information

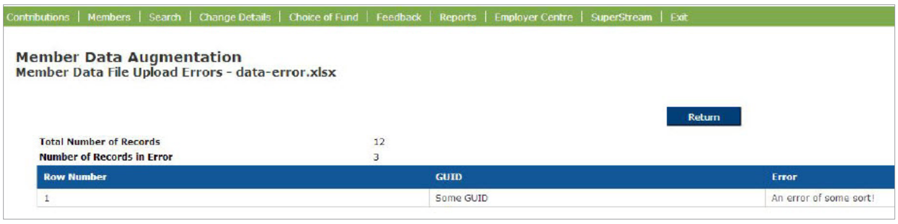
In the spreadsheet, the first four data columns are protected. You cannot change these details.

Add the missing information or amend the existing information, then save the file. Do not change the spreadsheet layout or formatting, or the filename.

When you are finished, click Test to check your changes and display error information.

If your upload file has errors, the upload fails and no data is changed.





Glossary

1.1 Contribution Batch Statuses

Below is a summary of the different Batch Statuses

Batch Status	Description
Input Error	There is an error in the input of the Contribution Schedule. Any errors must be rectified before the batch can be submitted.
Ready for Submission	Means that the Contribution Schedule has been completed.
Awaiting Authorisation	Only shows if the you have selected to have dual authorisation and it is waiting for the 2nd authorisation.
Submitted	The batch has been submitted to MLC
Confirmed	The batch has been received and reconciled. The batch may contain both Default and Choice monies. The status does not mean that the funds have been accepted by the Choice Fund.
Fund Rejected	A contribution or contributions at Member level have failed in the Default Fund. Although the batch status is Fund Rejected, the Choice monies could in fact have been accepted by the Choice Fund/s. To see whether any Choice contributions have been rejected, the Employer must refer to the Advice Status (discussed later in this section).
Ready for Submission	An batch has errors previously, which have been rectified, but have not been submitted to MLC.
Confirmed with Stop Payments	All Choice monies in the batch have been stopped. This status can only be used if the Choice monies have not debited from the MLC Bank Account and paid to the Choice Funds. The entire batch status changes to “Confirmed with Stop Payments”, but the status only refers to the Choice portion of the batch.
Confirmed with Choice Refunds	The Direct Debit dishonours or one or more Choice contributions has been rejected / returned by a Choice Fund after the Choice monies have been debited from the MLC Bank Account and are being “held” (for 3 days) before sending to the Choice Funds. The entire batch status changes to “Confirmed with Choice Refunds”, but the status only refers to the Choice portion of the batch. If the Direct Debit dishonours, MLC update the status. If monies are rejected/returned by the Choice Funds, the status will be updated in SuperEzy.
Incomplete	The batch has failed validation and has not been submitted to MLC. All missing information must be rectified updated before the batch can be submitted.

Note: In the Search functions, “Confirmed with Variation” is a status available for selection in search criteria. This status is a legacy title in SuperEzy which is no longer available for new batches. Therefore, MLC batches will never have a status of ‘Confirmed with Variation’.

Glossary

1.2 Contribution Advice Statuses

Like batches have a status, Advices do too. These codes are used to progress the advice through the stages of transmission from Employers to the Fund Administrator. The other status codes possible for an advice are as follows:

Advice Status	Description
CNF (Confirmed)	The advice has been confirmed by the Fund.
CRE (Created)	The advice is ready to be submitted to a Fund. The advice has not yet been placed in the SuperEzy submission queue.
QUE (Queued)	The advice has been placed in the SuperEzy submission queue, for submission to a Fund.
RSM (Resubmitted)	The advice is ready for resubmission to the Fund, following its rejection by the Fund. The advice has not yet been placed in the SuperEzy submission queue.
CAN (Cancelled)	The advice has been cancelled because it has been replaced with another advice that has been resubmitted to the Fund.
ERR (Rejected)	The advice has been rejected by the Fund Administrator.
CSP (Confirmed with Stopped Payment)	All Choice Advices have been Stopped, after submission, from being paid.
CPR (Confirmed with Payment Refund)	A Choice payment has been rejected by a Fund and Money returned.

1.3 New Member & Member Amendment Statuses

Below is a listing and explanation of each of the statuses resulting from a New Member or a Member Amendment being processes in SuperEzy.

Status	Description
Incomplete	The Member information that has been entered or uploaded did not pass validation in SuperEzy. Therefore, nothing is submitted. The error(s) must be fixed before anything can be submitted.
Entering	The new Member or Amendment sits at this status for a split second, so the you probably won't see this status. If it does happen to sit for longer on this status, it indicates a problem with SuperEzy.
Entering Sent	A message has been sent to MLC and SuperEzy is waiting for a reply back. The New Member or Amendment will potentially have this status for up to a day or two. If you notices that the status hasn't changed, there may be a problem and they will contact MLC to rectify.
Active	New Members only - Once MLC confirms that the Member has been set up in MLC's Admin System, the Member status changes to Active.
Inactive	This is a status that MLC can set via the Fund Administrator view.

1.4 Exit Statuses

Below is a listing and explanation of each of the statuses resulting from a Member being exited in SuperEzy.

Amendment Status	Description
Exiting	The exiting member has this status for a split second so you shouldn't see Members with this status. If a Member does have an 'Exiting' status for a day or two, there is an issue with SuperEzy.
Exit Queued	The exiting member has this status for a split second so you shouldn't see Members with this status. If a Member does have an 'Exit Queued' status for a day or two, there is an issue with SuperEzy.
Exit Waiting	The exit has been processed by you but there are outstanding contributions that are waiting to be confirmed. Once these contributions are confirmed, the status will change to Exit Requested. This exit is stored by SuperEzy until the contributions are processed by MLC.
Exit Requested	The Exit message has been sent to MLC for processing.
Exited	MLC has processed the termination and confirmed back to SuperEzy.
Exit Rejected	This status can only be achieved by manually changing the Member's status in SuperEzy.

Your notes

For more information call MLC from anywhere in Australia on 132 652 or contact your financial adviser.

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