

# User Guide

## MYOB M-Powered Superannuation

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This user guide was written in Australia and is intended for use with MYOB M-Powered Payments in conjunction with MYOB AccountRight Standard v19, MYOB AccountRight Plus v19, MYOB AccountRight Premier v19 and MYOB AccountRight Enterprise v19.

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# 1 Overview

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## What is M-Powered Superannuation?

M-Powered Superannuation works with your software to:

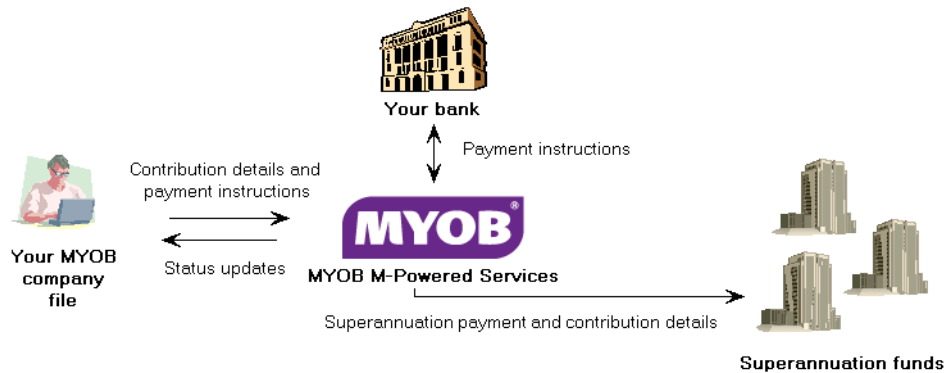
- calculate superannuation payments
- send corresponding instructions to your bank
- send contribution details to the superannuation funds who will receive the payments.

## How M-Powered Superannuation benefits you

- **Wide coverage:** You can send superannuation contributions to any superannuation fund nominated by your employees, except self-managed superannuation funds (see [‘Self-managed superannuation funds’ on page 28](#)).
- **Saves time and effort:** M-Powered Superannuation reduces the time and effort it takes you to calculate and pay superannuation contributions.
- **No more manual summing:** Previously, you needed to manually sum up superannuation contributions for each employee and each superannuation fund. Now, all superannuation contribution amounts are summed automatically in a straightforward and convenient process.
- **No forms to fill out and post:** All the required information is sent automatically with your electronic payment. There’s no need to fill out and post remittances separately.
- **Saves on postage and cheque fees:** By paying electronically, you save on postage and cheque fees.
- **Only authorised payments are accepted:** Each superannuation payment must be approved by persons (one or two) whom you nominated to approve your payments (*M-Powered authorisers*) and who are signatories on your business bank account. Having authorisers eliminates the risk of fraudulent payments being made from your account.
- **Payment confirmation:** Payment receipt numbers are issued for all transactions made using the service. This means that you keep track of your superannuation payments.
- **Better reporting:** From your software you get reports on all superannuation contribution types, for all funds and for all employees. Previously, you had to generate separate reports for each superannuation contribution type.

## How M-Powered Superannuation works

The following diagram shows how MYOB M-Powered Superannuation works.



## How we ensure the security of your information

Security of information means the protection of your privacy and the integrity of your information. We make sure that the information you submit from your software to MYOB M-Powered Services remains confidential and is not intercepted or corrupted.

**Nominated business bank account** Payments can only be made from the business bank account that you nominated on your MYOB M-Powered Services application form.

**Payment limit per specified period** As an additional measure of protection, we require you to specify a payment limit per specified period (for example, per week or per month) that must not be exceeded.

**M-Powered authorisers** Your payments must be authorised by those entrusted to approve payment transactions. These individuals are called *M-Powered authorisers* and they must be selected from the signatories to your nominated business bank account. Your authorisers must undergo a special procedure (see [‘Self-signed digital certificates for M-Powered authorisers’ below](#)) to be approved by MYOB M-Powered Services.

**Self-signed digital certificates for M-Powered authorisers** MYOB M-Powered Superannuation uses self-signed digital certificates for authorisers to digitally sign payments and for MYOB M-Powered Services to authenticate them as approved M-Powered authorisers. Self-signed digital certificates provide strong proof that the payment was signed by approved authorisers and that the payment has not been altered while being transmitted to MYOB M-Powered Services.

A digital certificate consists of two keys, one private and the other public, which work in tandem to authenticate the authoriser to MYOB M-Powered Services. The process is as follows.

- MYOB M-Powered Superannuation payments are digitally signed when the authoriser uses the *private key* of the digital certificate by entering his or her password.
- When the MYOB M-Powered Superannuation payment information comes to MYOB, MYOB M-Powered Services uses the *public key* of the digital certificate to validate the payment and its authoriser.

**Secure Socket Layer (SSL)** MYOB M-Powered Superannuation uses the Secure Socket Layer (SSL) internet security protocol. SSL encrypts (scrambles) information you send or receive to provide protection against eavesdropping, tampering or forgery.

## How you can ensure the security of your information

Here are some recommendations for your authorisers to apply in order to protect the security of your information sent to MYOB M-Powered Services.

- Do not use the same password as you use to log into your company file.
- Do not use patterns such as 'aaabbb', 'qwerty', '123123', 'abc123', etc.
- Use a mixture of numerals and letters.
- When creating your password, do not select a series of letters which form part of your name or series of numerals which represents your date of birth.
- Do not use names of people, pets or places, or variations of these (for example, your name spelt backwards).
- Do not reveal your password to anyone, including your colleagues, your manager, your family, friends or MYOB staff.
- Do not give your password to someone else when on holidays.
- Do not write your password down.
- Regularly change your password.
- When changing your password, do not set a password that was used before.
- When entering your password, make sure that nobody can see the password being entered. (Watch for security cameras and mirrors.)





# 2 Setting Up MYOB M-Powered Superannuation

This section explains how to set up your software to use MYOB M-Powered Superannuation.

- [‘Activating your M-Powered Superannuation service’ below](#)
- [‘Setting up your business bank account’ on page 10](#)
- [‘Setting up Superannuation funds’ on page 12](#)
- [‘Setting up your employees’ superannuation’ on page 15.](#)

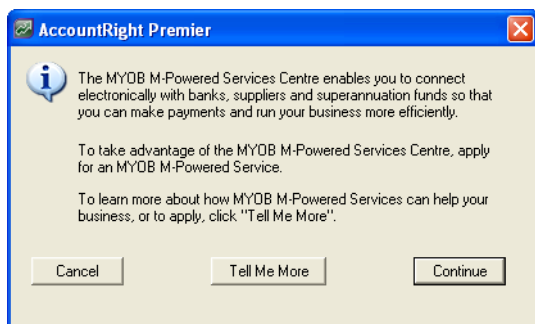
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## Activating your M-Powered Superannuation service

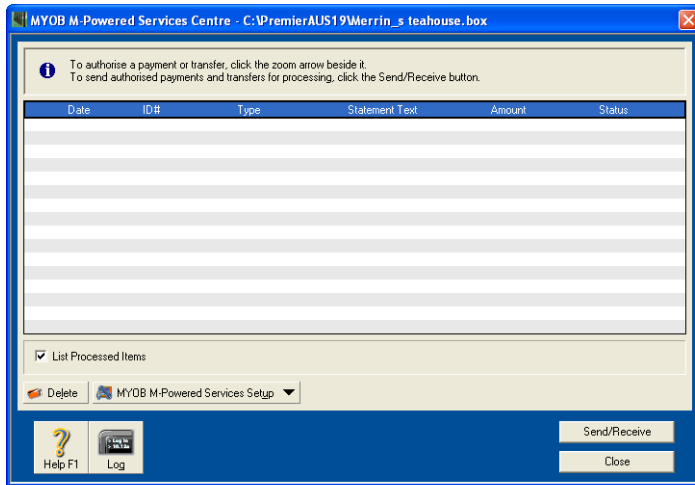
Before you can set up M-Powered Superannuation you need to activate the service. You only need to do this once. If you have already activated this service, continue with [‘Setting up your business bank account’ on page 10](#).

### To activate the M-Powered Superannuation service

- 1 From any command centre, click **M-Powered Services Centre**. If you have not previously activated an MYOB M-Powered service, a message window appears.



- 2 Click **Continue**. The **M-Powered Services Centre** window appears.



- 3 Click **Send/Receive**.  
If you are not connected to the Internet, a window appears asking you to connect. After you are successfully connected to MYOB M-Powered Services, the **Transmission Summary** window appears.
- 4 Click **OK** to return to the **M-Powered Services Centre**.
- 5 Click **Close** to return to the command centre.

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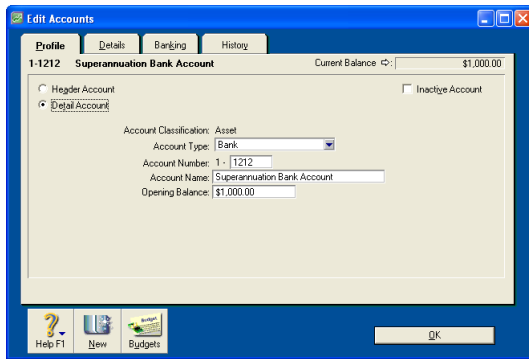
## Setting up your business bank account

When you applied for M-Powered Superannuation, you nominated a business bank account for paying superannuation contributions. This account needs to be set up in your company file.

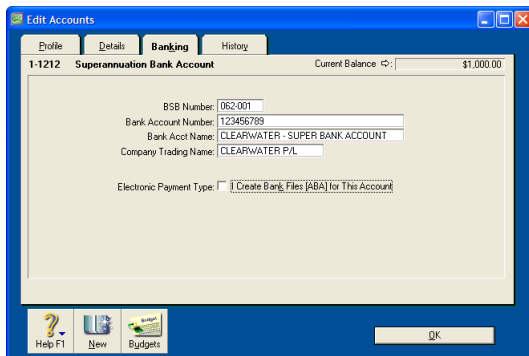
**NOTE:** If you nominated an existing account that is already set up in your company file, you do not need to complete this procedure.

## To set up your business bank account for superannuation payments

- 1 Go to the **Accounts** command centre and click **Accounts List**. The **Accounts List** window appears.
- 2 Click **New**. The **Edit Accounts** window appears.
- 3 Enter the account profile details. Note that the account type must be **Bank**.



- 4 Click the **Banking** tab and enter the **BSB Number**, **Bank Account Number**, **Bank Account Name** and **Company Trading Name**.



- 5 If you also use this account for transactions that you create electronic payment files for, select the **I Create Bank Files (ABA) for This Account** option and complete these details. Note that option does not need to be selected to use MYOB M-Powered Superannuation.
- 6 Click **OK**. The **Accounts List** window reappears.

# Setting up Superannuation funds

To be able to pay superannuation using M-Powered Superannuation, you need to create a list of the superannuation funds that you will pay.

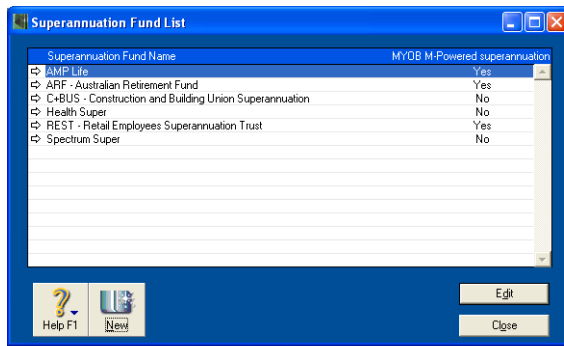
**Choice of superannuation fund** The *Choice of superannuation fund* legislation, introduced on 1 July 2005, gives employees the right to choose which superannuation fund will receive their employer superannuation guarantee contributions.

As an employer, you need to provide eligible employees with a *Standard choice form*, so they can nominate their preferred superannuation fund. You can print a *Standard choice form* using your software.

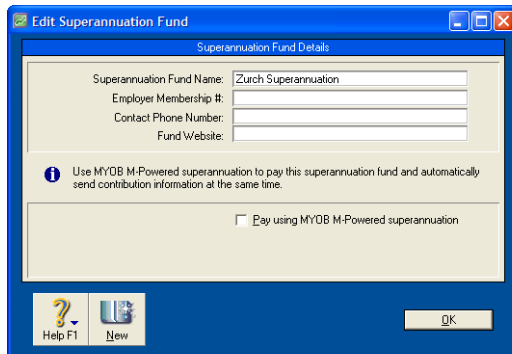
For more information about your superannuation choice obligations, contact the ATO.

## To set up an M-Powered Superannuation fund

- 1 Go to the **Lists** menu and choose **Superannuation Funds**. The **Superannuation Fund List** window appears.



- 2 Click **New** to set up a new superannuation fund. The **Edit Superannuation Fund** window appears.
- 3 Enter the name of the superannuation fund in the **Superannuation Fund Name** field and press **TAB**. New fields appear in the lower part of the window.



**TIP: Name of the superannuation fund** The name of the superannuation fund you specify in the **Superannuation Fund Name** field is for your own reference and, therefore, can be just a shortened version of the fund's name, or it could denote a group of your employees using this same fund (for example, Zurich Superannuation—Warehouse Staff).

- 4 Enter the superannuation fund membership number in the **Employer Membership #** field. This is a unique employer identification number provided by the superannuation fund.
- 5 Type the contact details for the fund in the **Contact Phone Number** and **Fund Website** fields.
- 6 Select the **Pay using MYOB M-Powered Superannuation** preference. The **Superannuation Fund to Pay** field appears.

The screenshot shows a Windows-style dialog box titled "Edit Superannuation Fund". Inside, there's a section "Superannuation Fund Details" with four input fields: "Superannuation Fund Name" (filled with "Zurich Superannuation"), "Employer Membership #", "Contact Phone Number", and "Fund Website". Below this is a checkbox labeled "Use MYOB M-Powered superannuation to pay this superannuation fund and automatically send contribution information at the same time." which is checked. Underneath the checkbox is a dropdown menu labeled "Superannuation Fund To Pay:" and a text field labeled "Superannuation Fund #:". At the bottom left, there are "Help F1" and "New" buttons, and at the bottom right, there is an "OK" button.

**NOTE: You cannot pay self-managed superannuation funds (SMSFs) using M-Powered Superannuation** If your employee has a SMSF, do not select the **Pay using MYOB M-Powered Superannuation** option. You will need to process their fund payments separately. For more information, see ['Self-managed superannuation funds' on page 28](#).

- 7 Click the search icon next to the **Superannuation Fund to Pay** field. The **Select from List** window appears. This list contains the names of fund products.

**NOTE: Ensure you select the correct superannuation fund product** There may be quite a few similarly named superannuation products provided by a superannuation fund. If you do not select the correct superannuation fund product, this may cause delays in processing your payments. If you are unsure of your employee's exact fund product, contact their superannuation fund.

- Select a product and click **Use Fund**. The **Edit Superannuation Fund** window reappears, containing superannuation fund product details.

- Click **OK**. The **Superannuation Fund List** window reappears. The superannuation fund you created now appears in the list as an MYOB M-Powered Superannuation fund.

Superannuation Fund Name	MYOB M-Powered superannuation
ABC Superannuation	Yes
AMFP Life	Yes
ARF - Australian Retirement Fund	Yes
C+BUS - Construction and Building Union Superannuation	Yes
Health Super	No
REST - Retail Employees Superannuation Trust	Yes
Spectrum Super	No
Zurich Superannuation	Yes

This column indicates if the fund is set up for MYOB M-Powered Superannuation

- Repeat from [Step 2](#) for each superannuation fund you need to set up.

---

# Setting up your employees' superannuation

To make sure that payments to superannuation funds are correctly matched to your employees, you need to enter the following information for each employee in your company file:

- First name and last name
- Address, city, state and postcode
- Date of birth
- Superannuation fund set up in your company file. See '[Setting up Superannuation funds](#)' on page 12.
- Superannuation fund membership number. A membership number is provided to your employees when they register with a superannuation fund. This membership number may be a unique fund identification number or a BSB and bank account number.

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**CAUTION: You must inform your employees that you are using M-Powered Superannuation**

Privacy legislation requires you to inform your employees that you are using MYOB M-Powered Superannuation. We recommend that you use the personalised letter we have provided with your software.

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## Important note

The employee details you have in the Card file of your AccountRight software must exactly match the details held by the superannuation fund for the employee. If the details do not match, the fund is likely to reject the electronic payment sent to them. Your employees superannuation will not be paid until the details in the Card file and the details held by the superannuation fund are exactly the same.

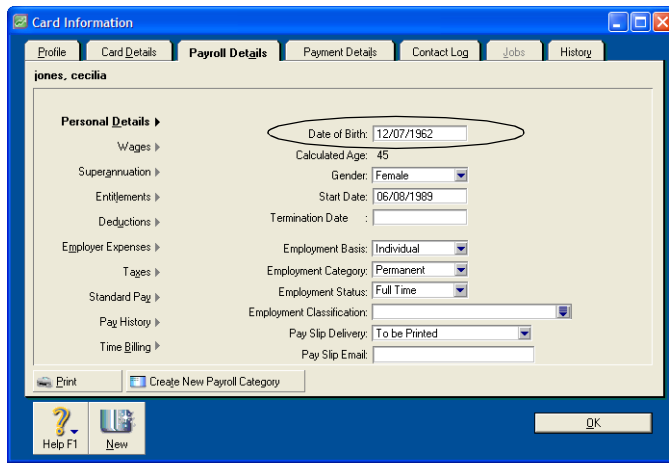
Always check that:

- Your employee's superannuation fund membership number, and their first and last names are correct, and do not contain any keying errors.
- You inform the fund when your employee's name changes. When you update your Card File, inform the superannuation fund of the changes.
- You inform the funds affected when an employee changes superannuation funds.

## To set up employees for M-Powered Superannuation

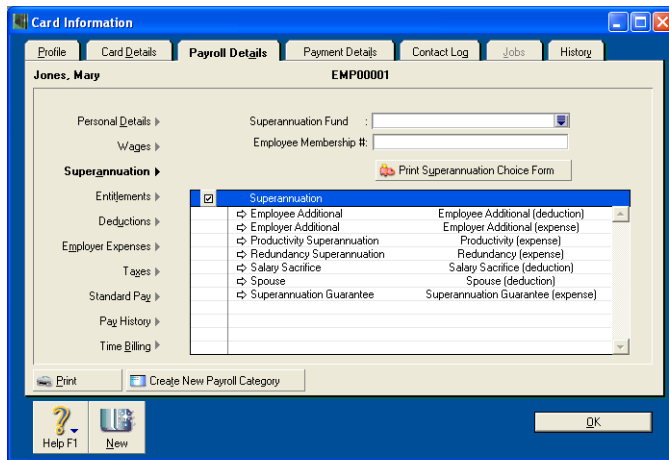
- 1 Go to the **Card File** command centre and click **Cards List**. The **Cards List** window appears.
- 2 Click the **Employee** tab and select an employee.
- 3 Click **Edit**. The **Card Information** window appears.
- 4 If you have not already entered the employee's name and address, enter these details in the **Last Name**, **First Name**, **Address**, **City**, **State** and **Postcode** fields.
- 5 Click the **Payroll Details** tab. The **Payroll Details** view appears.

- 6 Enter your employee's date of birth in the **Date of Birth** field.



The screenshot shows the 'Card Information' window for employee 'jones, cecilia'. The 'Date of Birth' field is highlighted with a red oval and contains the value '12/07/1962'. Other fields include Gender (Female), Start Date (06/08/1989), Employment Basis (Individual), Employment Category (Permanent), and Employment Status (Full Time).

- 7 Choose **Superannuation** from the side menu. The superannuation view appears.



The screenshot shows the 'Card Information' window for employee 'Jones, Mary' with the 'Superannuation' view selected. The 'Superannuation' menu item is highlighted in blue. A list of superannuation options is displayed, including Employee Additional, Employer Additional, Productivity Superannuation, Redundancy Superannuation, Salary Sacrifice, Spouse, and Superannuation Guarantee.

- 8 Enter or select their chosen superannuation fund in the **Superannuation Fund** field.
- 9 If the superannuation fund has provided a membership number for this employee, enter this number in the **Employee Membership #** field.



**NOTE:** If you enter an incorrect employee membership number, the payment will be rejected when you process the payment through M-Powered Superannuation.

The screenshot shows a software window titled "Card Information" with a blue border. It has several tabs: Profile, Card Details, Payroll Details (selected), Payment Details, Contact Log, Jobs, and History. The main content area displays information for "Jones, Mary" with ID "EMP00001".

Fields include:

- Superannuation Fund: Zurich Superannuation
- Employee Membership #: 99888002122
- Buttons: Print Superannuation Choice Form, Print, Create New Payroll Category

A "Superannuation" section contains a table with a select column and two columns of categories:

Select	Category	Description
<input checked="" type="checkbox"/>	Superannuation	
<input type="checkbox"/>	Employee Additional	Employee Additional (deduction)
<input type="checkbox"/>	Employer Additional	Employer Additional (expense)
<input type="checkbox"/>	Productivity Superannuation	Productivity (expense)
<input type="checkbox"/>	Redundancy Superannuation	Redundancy (expense)
<input checked="" type="checkbox"/>	Salary Sacrifice	Salary Sacrifice (deduction)
<input type="checkbox"/>	Spouse	Spouse (deduction)
<input checked="" type="checkbox"/>	Superannuation Guarantee	Superannuation Guarantee (expense)

At the bottom left are "Help F1" and "New" buttons. At the bottom right is an "OK" button.

- 10 Click in the select column () next to each superannuation category that applies to the employee. Note that you can select multiple superannuation categories.
- 11 Click **OK**.



# 3 Making MYOB M-Powered Superannuation payments

This section explains how to process, record and pay MYOB M-Powered Superannuation payments to superannuation funds using your software. See:

- [‘Recording superannuation in employee payroll’ below](#)
- [‘Processing MYOB M-Powered Superannuation payments’ on page 20](#)
- [‘Sending MYOB M-Powered Superannuation payments’ on page 22](#)
- [‘Keeping track of your MYOB M-Powered Superannuation payments’ on page 25](#)
- [‘Changing MYOB M-Powered Superannuation payments’ on page 26](#)
- [‘Deleting MYOB M-Powered Superannuation payments’ on page 27](#)
- [‘Failed payments’ on page 28](#)
- [‘Self-managed superannuation funds’ on page 28](#)
- [‘Reporting MYOB M-Powered Superannuation’ on page 30.](#)

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## Recording superannuation in employee payroll

Your employees’ superannuation is recorded when you process your payroll using your software. The amount of superannuation recorded per pay period depends on how you have set up your payroll categories.

To use M-Powered Superannuation, your employees’ superannuation needs to be calculated using **Superannuation** payroll categories. These categories are set up by default when you create a company file.

If you have changed your payroll category settings, or if you are unsure if the payroll categories are set up correctly for superannuation, see the ‘Setting up payroll categories’ topic in your user guide or MYOB Help.

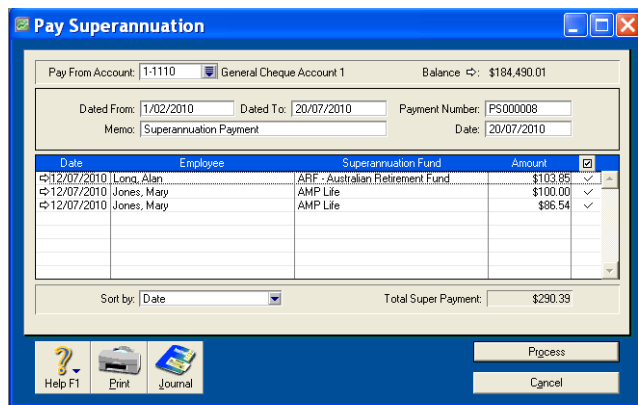
# Processing MYOB M-Powered Superannuation payments

Superannuation contributions accrue over time and accumulate in the superannuation liability account from which you pay employee superannuation. The period for which you pay superannuation does not need to coincide with the payroll period.

**NOTE: Superannuation guarantee contributions must be made at least quarterly** The ATO requires employers to make superannuation guarantee contributions at least once each quarter for the quarters ending September, December, March and June. Contributions must be paid not later than the 28th day of the following month. To meet this requirement, your superannuation payments must be sent on or prior to the 15th day of the month following the quarter (this date takes into consideration weekends and public holidays). For example, your superannuation payment for the quarter ending 31st of December must be made on or before the 15th of January.

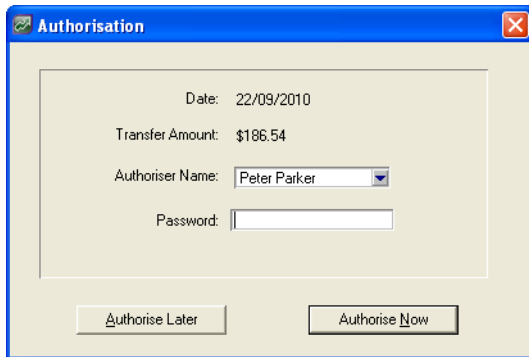
## To process an MYOB M-Powered Superannuation payment

- 1 Go to the **Payroll** command centre and click **Pay Superannuation**. The **Pay Superannuation** window appears.
- 2 Click the search icon (🔍) in the **Pay From Account** field and select the business bank account from which the superannuation will be paid. You must select the account that you have nominated for M-Powered Superannuation.
- 3 In the **Dated From** and **Dated To** fields, enter the start and end date of the period for which the superannuation is being paid. The superannuation accruals for that period now appear.



- 4 Record the description of the transaction in the **Memo** field.
- 5 Enter the transaction date in the **Date** field. This date will appear in the transaction journal. It may differ from the date when the transaction is processed because this depends on when the payment is authorised and sent via the M-Powered Services Centre.

- 6 Select the superannuation payments you want to process by clicking in the select column (☑) next to them.
- 7 Click **Process**. The **Authorisation** window appears.



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**NOTE: If you want to change a superannuation payment** If you want to change your superannuation payment, but you have already clicked **Process**, see [‘Changing MYOB M-Powered Superannuation payments’ on page 26.](#)

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- 8 Choose to authorise the payment now or later.
  - If you are an M-Powered authoriser (a person authorised to make superannuation payments), select your **Authoriser Name**, enter your **Password** and then click **Authorise Now**.
  - If you not an M-Powered authoriser, click **Authorise Later**. The superannuation payment is recorded in your company file and transferred to the M-Powered Services Centre to be authorised and sent later.

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**NOTE: If a second authorisation is required** When you click **Authorise Now**, the payment is recorded in the M-Powered Services Centre with a status of **Partially Authorised**, and a window appears offering you the choice to perform the second authorisation now or later. Click **Cancel** to complete the authorisation later, the **Prepare Electronic Payments** window appears. Click **M-Powered Services Centre** to complete the payment’s authorisation now. For information about how to complete the payment’s authorisation, see [step 2 in ‘To send M-Powered Superannuation payments’ on page 23.](#)

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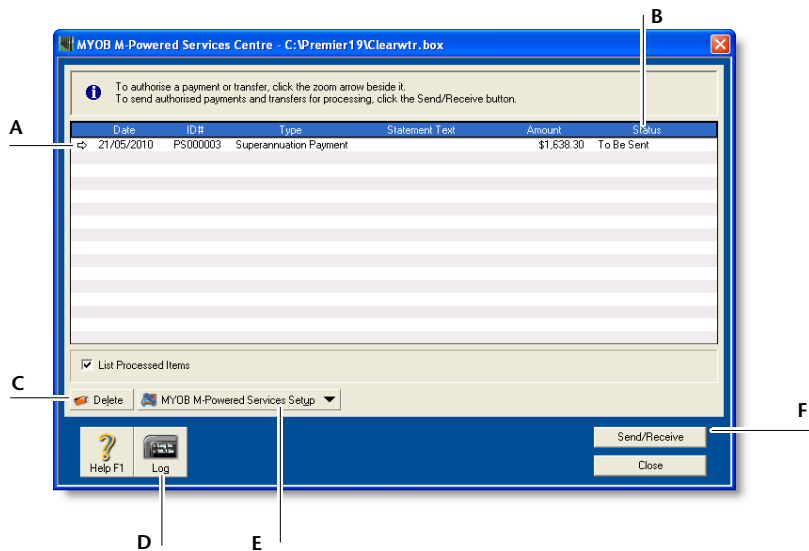
### If an expected superannuation contribution does not appear

First, make sure that a superannuation fund has been assigned to the employee (see [‘Setting up your employees’ superannuation’ on page 15](#)). Check to make sure that the option **Pay using M-Powered Superannuation** is selected for the employee’s superannuation fund (see [‘Setting up Superannuation funds’ on page 12](#)). Also check to see that superannuation is calculated using superannuation payroll categories (see [MYOB Help](#) for more information about setting up superannuation payroll categories).

# Sending MYOB M-Powered Superannuation payments

MYOB M-Powered Superannuation payments processed in the **Pay Superannuation** window are transferred to the M-Powered Services Centre. The M-Powered Services Centre transmits your superannuation payment instruction via MYOB M-Powered Services. Once the payment is approved, money is transferred from your business bank account to the superannuation funds. Note that the bank needs some time to clear the money (usually four working days).

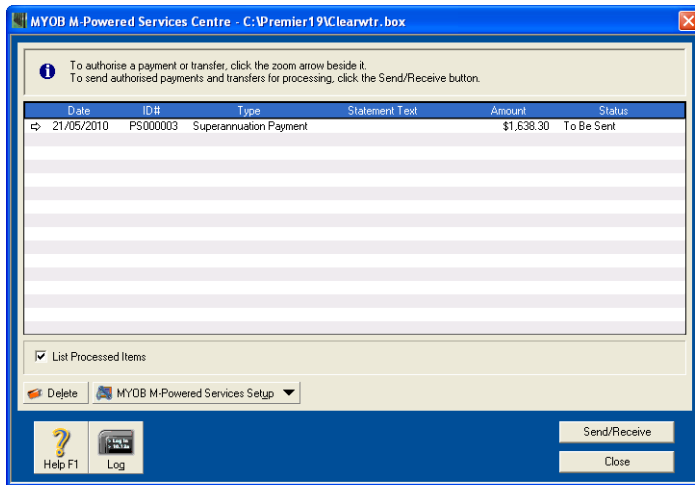
The **M-Powered Services Centre** window is shown and described below.



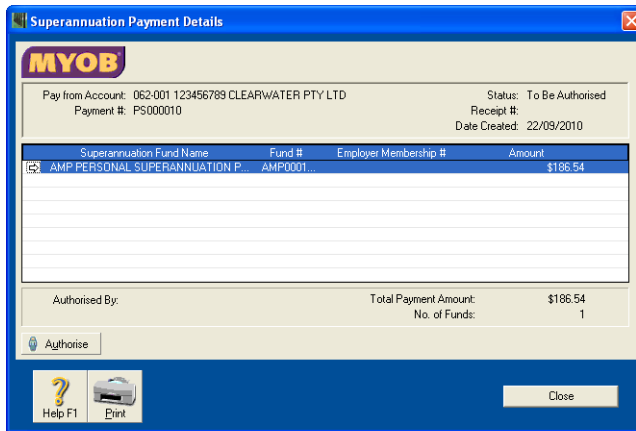
- A Zoom arrow** Click the zoom arrow next to a superannuation payment to display the **Superannuation Payment Details** window. From the **Superannuation Payment Details** window you can complete payment authorisation (if required) or view and print the payment details.
- B Status column** Displays the current processing status of the superannuation payment. See [‘Keeping track of your MYOB M-Powered Superannuation payments’ on page 25](#) for an overview of payment statuses.
- C Delete** Click to remove a selected superannuation payment from the list. Note that if you delete an *unprocessed* payment, you should also delete or reverse the corresponding transaction in your company file. (See [‘Deleting MYOB M-Powered Superannuation payments’ on page 27.](#))  
Do not delete superannuation payments with a status of **Sent**.
- D Log** Click to view connection details from previous **M-Powered Services Centre** transmission sessions.
- E MYOB M-Powered Services Setup** Click and then select **M-Powered Superannuation** to review and modify the current MYOB M-Powered Superannuation setup. (See [‘Maintaining your M-Powered authorisers’ on page 34.](#))
- F Send/Receive** Click to send superannuation payments and receive payment status updates.

## To send M-Powered Superannuation payments

- 1 Click **M-Powered Services Centre** from any command centre. The **M-Powered Services Centre** window appears.

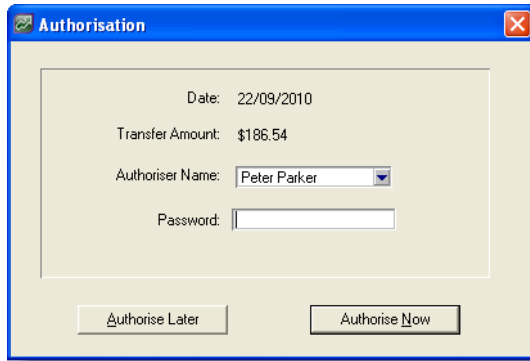


- 2 Check the statuses displayed in the **Status** column. If there are any reading **To Be Authorised** or **Partially Authorised**, then a person who can authorise superannuation payments needs to complete [Step 3](#) to [Step 7](#) below; otherwise, go to [Step 8](#). For definitions of these statuses see the table in [‘Keeping track of your MYOB M-Powered Superannuation payments’ on page 25](#).
- 3 Click the **zoom** arrow next to a superannuation payment with the status **To Be Authorised** or **Partially Authorised**. The **Superannuation Payment Details** window appears.



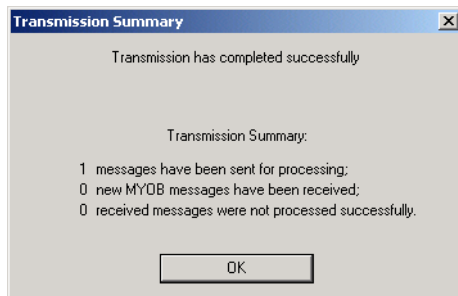
**TIP: Viewing a superannuation fund payment summary** You can view a summary of the superannuation contributions by clicking the **zoom** arrow next to the superannuation fund name.

- 4 Click **Authorise**. The **Authorisation** window appears.



- 5 Select your **Authoriser Name**, enter your **Password** and then click **Authorise Now**. The **Superannuation Payment Details** window, with an updated **Status** field, appears.
- 6 Click **Close** to return to the **M-Powered Services Centre** window.
- 7 Repeat **Step 3** to **Step 6** for each superannuation payment with the status **To Be Authorised** or **Partially Authorised**.
- 8 Click **Send/Receive**.

If you are not connected to the Internet, a window appears asking you to connect. After you are successfully connected to MYOB M-Powered Services, the **Transmission Summary** window appears.



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**NOTE: Superannuation remittance information is automatically sent** Remittance information is automatically sent to superannuation funds when you send your superannuation payment. There's no need to fill out and post remittances separately.

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- 9 Click **OK** to return to the **M-Powered Services Centre** window.
- 10 Click **Close**.



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## Keeping track of your MYOB M-Powered Superannuation payments

You can see the status of your M-Powered Superannuation payments in the **M-Powered Services Centre** window. Each time you click **Send/Receive**, you receive the latest status regarding payments that have been sent. If the status of an unprocessed payment has changed—for example, if a payment has been processed successfully—then the payment’s **Status** is updated to **Processed**.

The table below explains what each status means.

Status	Description
To Be Authorised	These are payments that have been chosen to be authorised later (by clicking the <b>Authorise Later</b> button in the <b>Pay Superannuation</b> window).
Partially Authorised	These are payments that require a second authorisation.
To Be Sent	These are payments that have been fully authorised. These transactions are ready to be sent by clicking <b>Send/Receive</b> in the <b>M-Powered Services Centre</b> window.
Sent	These are payments that have been sent after clicking <b>Send/Receive</b> , but not yet cleared by your bank.
Processed	These are payments that have been cleared by your bank and sent to the superannuation funds.
Failed	These are payments that have failed to meet the processing criteria (for example, the account has been overdrawn). For details, click the <b>zoom</b> arrow next to the payment. In some cases failed payments can be re-sent. See <b>'Failed payments'</b> on page 28.

### To check your superannuation payment status and messages

- 1 Connect to the Internet.
- 2 Click **M-Powered Services Centre** from any command centre. The **M-Powered Services Centre** window appears.
- 3 Click **Send/Receive**. The **Transmission Summary** window appears.  
If the status of an unprocessed payment has changed, then the payment’s status is updated.
- 4 Click **OK** to return to the **M-Powered Services Centre** window.
- 5 Click the **zoom** arrow next to any transaction. The **Superannuation Payment Details** window appears, providing additional payment information (such as a receipt number).

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## Changing MYOB M-Powered Superannuation payments

The procedure for changing an MYOB M-Powered Superannuation payment depends on the payment's status.

You can only change unprocessed superannuation payments, that is, payments that have not been sent to your bank for processing or have failed to meet your bank's processing criteria. You cannot change payments with a status of **Sent** or **Processed**.

Status	How to change an MYOB M-Powered Superannuation payment
To Be Authorised Partially Authorised To Be Sent	To change the details of a payment with this status, you first need to delete or reverse the superannuation payment in your company file and then delete the superannuation payment in the <b>M-Powered Services Centre</b> window. See <a href="#">'Deleting unprocessed MYOB M-Powered Superannuation payments'</a> on page 27. After you delete or reverse the incorrect superannuation payment, you can re-enter the payment in the <b>Pay Superannuation</b> window.
Sent Processed	You cannot change the details of a payment with this status. If you have some issue with a payment that was sent (for example, if you have entered the wrong amount for your employee) contact the MYOB M-Powered Services support team by calling 1300 555 931.
Failed	To change the details of a failed payment, you first need to delete or reverse the payment in your company file. See <a href="#">'Deleting unprocessed MYOB M-Powered Superannuation payments'</a> on page 27. After you delete or reverse the failed superannuation payment, you can re-enter the payment in the <b>Pay Superannuation</b> window. Note that some failed payments can be re-sent. For more information on re-sending these payments, see <a href="#">'Failed payments'</a> on page 28.

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## Deleting MYOB M-Powered Superannuation payments

The procedure for deleting an MYOB M-Powered Superannuation payment depends on its status. You should not delete payments with a status **Sent**, which are in the process of being cleared by your bank.

Status	When to delete	How to delete MYOB M-Powered payments
To Be Authorised Partially Authorised To Be Sent Failed	You can delete these payments before sending.	See ' <a href="#">Deleting unprocessed MYOB M-Powered Superannuation payments</a> ' below. When you delete unprocessed superannuation payments, you stop the payment from being sent.
Sent	Do not delete these payments.	If you have some issue with a sent payment (for example, if you have entered the wrong amount), you need to contact the MYOB M-Powered Services support team by calling 1300 555 931. If you delete these superannuation payments, you will not stop the payment from being processed.
Processed	You can delete details of these payment anytime.	To delete, select the payment in the <b>M-Powered Services Centre</b> window and click <b>Delete</b> . Before you delete, we recommend that you print payment details and retain these details as confirmation of the superannuation payments.

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## Deleting unprocessed MYOB M-Powered Superannuation payments

Unprocessed MYOB M-Powered Superannuation payments are payments that have not been sent to your bank for processing or have failed to meet processing criteria.

Before you delete an unprocessed payment, you first need to delete or reverse the superannuation payment in your company file.

### To delete or reverse a superannuation payment

- 1 After you have deleted the unprocessed payment from your company file, click **M-Powered Services Centre** in any command centre. The **M-Powered Services Centre** window appears.
- 2 Select the payment you want to delete and click **Delete**.

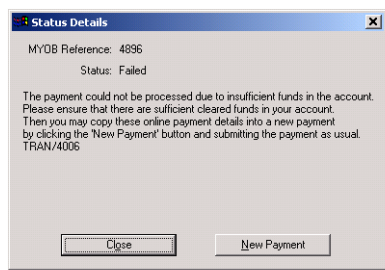
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## Failed payments

Payments that fail to meet processing criteria are returned with a **Failed** status. You can view the reason for the failure, and find out what action you need to take, in **Status Details** window. To open the **Status Details** window, click the **zoom** arrow next to the failed payment.

### To re-send a failed payment

- 1 Click **M-Powered Services Centre**. The **M-Powered Services Centre** window appears.
- 2 Click the **zoom** arrow next to the superannuation payment with a **Failed** status. The **Status Details** window appears explaining the reason for the failure.



- 3 Click **New Payment**. The details of the superannuation payment are copied to a new payment to be authorised and sent. See '[Sending MYOB M-Powered Superannuation payments](#)' on page 22 for more information on authorising and sending payments.

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**NOTE:** If the **New Payment** button does not appear The **New Payment** button is only available if your bank allows you to re-send the failed payment. The **Status Details** window explains what you need to do if you cannot re-send the payment.

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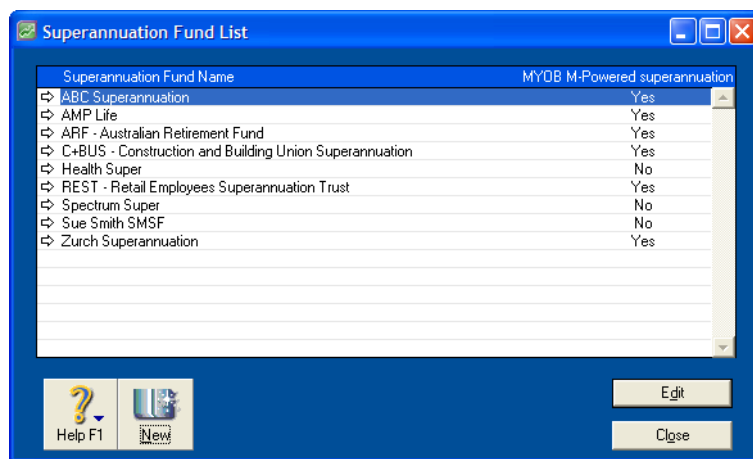
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## Self-managed superannuation funds

You cannot use M-Powered Superannuation to pay independent, self-managed superannuation funds (SMSFs). However, you can use your software to calculate the superannuation amount, and then create a **Spend Money** transaction to make payments. For more information about **Spend Money** transactions, see your software user guide or MYOB Help.

## To calculate and pay amounts to SMSFs

- 1 Create the superannuation fund.
  - a Go to the **Lists** menu and choose **Superannuation Funds**. The **Superannuation Fund List** window appears.
  - b Enter the details of the fund, but leave the **Pay using M-Powered Superannuation** option deselected.
  - c Click **OK**. The superannuation fund is now listed in the **Superannuation Fund List** window.



- 2 Link the fund to the employee's card.
  - a Open the employee's card, and go to the **Superannuation** page of the **Payroll Details** tab.
  - b In the **Superannuation Fund** field, select the superannuation fund you just created and click **OK**.
- 3 Process your payroll as you normally would.
- 4 Generate a report to confirm the superannuation amount to be paid.
  - a Go to the **Reports** menu and choose **Index to Reports**. The **Index to Reports** window appears.
  - b Click the **Payroll** tab and double-click the **Superannuation Accrual Detail** report. The **Report Customisation** window appears.
  - c Select the superannuation fund in the **Super Funds** field and enter the pay period in the date fields.
  - d Click **Display** to open the report.

The report shows the total superannuation amount calculated for the selected fund.
- 5 Create a **Spend Money** transaction to pay the superannuation fund.

---

# Reporting MYOB M-Powered Superannuation

Your software provides reports to help you manage your superannuation. You can use these reports to review total superannuation amounts accrued during pay periods and amounts you have paid to superannuation funds.

The table below describes what is in each superannuation report.

Superannuation Report	Description
Superannuation Accrual by Category	For a given date range, displays any superannuation expense and deduction accruals created from payroll runs for all or a selected superannuation payroll category.
Superannuation Accrual by Fund Summary/Detail	For a given date range, displays any superannuation expense or deduction accruals created from payroll runs for all superannuation funds or a selected superannuation fund. Superannuation amounts calculated in the <b>Pay Employees</b> window are displayed in this report.
Employee Advice Summary/Detail	For a given date range, displays any superannuation expense or deduction accruals created from payroll runs for all employees or a selected employee. Superannuation amounts calculated in the <b>Pay Employees</b> window are displayed in this report.
MYOB M-Powered Superannuation Paid Employee Contributions	For a given date range, displays any superannuation amounts paid to your employees' superannuation funds. Superannuation amounts processed in the <b>Pay Superannuation</b> window are displayed in this report.
MYOB M-Powered Superannuation Payments Register	For a given date range, displays any superannuation amounts paid to a selected superannuation fund. Superannuation amounts processed in the <b>Pay Superannuation</b> window are displayed in this report.

M-Powered Superannuation provides two additional reports that can be generated while the superannuation payment process is under way, see ['Reporting your MYOB M-Powered Superannuation payment details'](#) on page 31.

## To display superannuation reports

- 1 Go to the **Reports** menu from the **Payroll** command centre and select **Index to Reports**. A list of **Payroll** reports appears.
- 2 Select a superannuation report and click **Display**. A list of options becomes available allowing you to filter the report.

## Reporting your MYOB M-Powered Superannuation payment details

Your MYOB M-Powered Superannuation payment reports are the **Superannuation Payment [Detail] Report** and the **Superannuation Payment [Summary] Report**. You can print them from the M-Powered Services Centre.

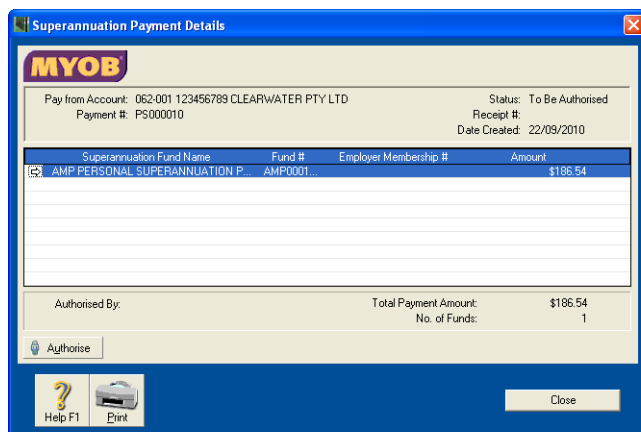
These reports can be used as a record of your superannuation payments. If the status of a payment is **Processed** on the report, then the report can also serve as a payment receipt.

The table below describes the two superannuation payment reports.

Superannuation Report	Description
Superannuation Payment [Summary] Report	Displays details of superannuation amounts that have been paid, including: <ul style="list-style-type: none"><li>• superannuation payment details (payment status, business bank account from which the payment was made, authorisers, superannuation contribution type)</li><li>• superannuation fund details (superannuation fund name and number, employer membership number)</li><li>• employee details (employee membership number)</li></ul>
Superannuation Payment [Detail] Report	In addition to the <b>Superannuation Payment [Summary] Report</b> details, this report displays employee personal and contact details.

### To print MYOB M-Powered Superannuation payment details

- 1 Click **M-Powered Services Centre**. The **M-Powered Services Centre** window appears.
- 2 Click the zoom arrow next to a superannuation payment to view the superannuation payment in detail. The **Superannuation Payment Details** window appears.



- 3 Click **Print**. The **Report Selection** window appears.
- 4 Select either the **Superannuation Payment [Detail] Report** or the **Superannuation Payment [Summary] Report** and click **Print**. A preview of your payment appears.
- 5 Click **Print**.





# 4 Maintaining MYOB M-Powered Superannuation

There are some important maintenance procedures that you need to follow for MYOB M-Powered Services to function properly.

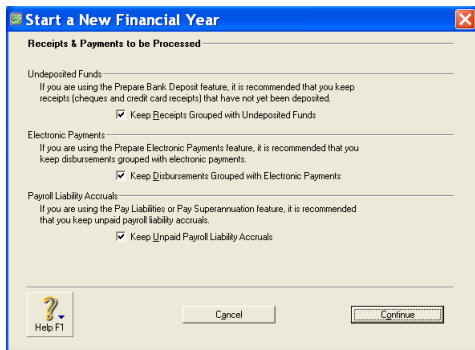
- [‘Starting a new financial year’ on page 34](#)
- [‘Maintaining your M-Powered authorisers’ on page 34](#)
- [‘Changing a nominated business bank account’ on page 38](#)
- [‘Storing your M-Powered Superannuation information’ on page 39](#)
- [‘Maintaining the M-Powered Services Centre file’ on page 40.](#)

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## Starting a new financial year

To prepare your company file for a new financial year you need to perform the **Start A New Financial Year** procedure. When this procedure is run, you need to retain unpaid superannuation accruals to be able to pay superannuation that accrued in a prior financial year.

Follow the **Start A New Financial Year** procedure as outlined in your MYOB software user guide or Online Help. During the procedure the **Receipts & Payments to be Processed** window appears.



Select the **Keep Unpaid Payroll Liability Accruals** option (it should be selected by default). Unpaid superannuation accruals are now retained for later processing.

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## Maintaining your M-Powered authorisers

To subscribe to M-Powered Superannuation you must nominate who, in your company, are signatories to the business bank accounts used for making MYOB M-Powered Superannuation payments. These nominees are known as M-Powered authorisers.

Authorisers' names and passwords are used to provide secure processing of online information.

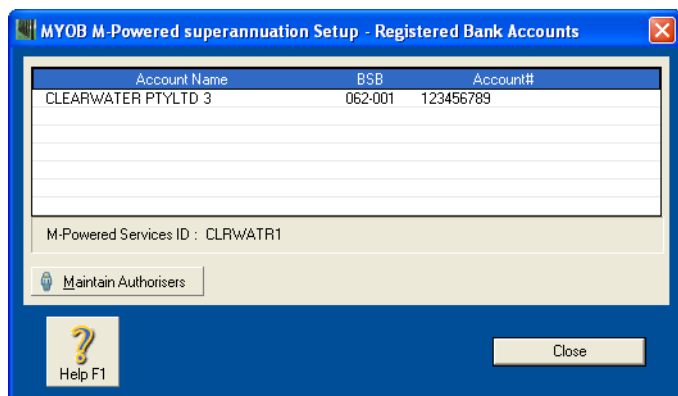
If you want to add or cancel M-Powered authorisers, you need to complete an appropriate change request form. Change request forms can be obtained from MYOB M-Powered Services by calling 1300 555 931 or emailing [m-powered@myob.com.au](mailto:m-powered@myob.com.au).

Authoriser statuses are summarised in the following table.

Status	Description
New	This is an authoriser that has been created but his or her application is still in the process of being approved by MYOB M-Powered Services. See <a href="#">‘To create an M-Powered authoriser’ below</a> . On approval, the status is updated to <b>Active</b> .
Active	This is an authoriser that has been approved by MYOB M-Powered Services. An active authoriser is able to authorise online information.
Cancelled	This is an authoriser for whom MYOB M-Powered Services have received a request to cancel the authorisation. See <a href="#">‘To cancel an active M-Powered authoriser’ on page 38</a> ).
Locked	This is an authoriser who has attempted five times to authorise a transaction using an incorrect password. This authoriser needs to be cancelled (see <a href="#">‘To cancel an active M-Powered authoriser’ on page 38</a> ) and then re-created (see <a href="#">‘To create an M-Powered authoriser’ below</a> ).

### To create an M-Powered authoriser

- 1 Contact MYOB M-Powered Services to obtain a change request form. Complete this form. The new authoriser should then follow the steps below.
- 2 Click **M-Powered Services Centre**. The **M-Powered Services Centre** window appears.
- 3 Click the **MYOB M-Powered Services Setup** button and select **MYOB M-Powered Superannuation** from the menu that appears. The **MYOB M-Powered Superannuation Setup - Registered Bank Accounts** window appears.



- 4 Click **Maintain Authorisers**. The **Maintain Authorisers** window appears.



- 5 Click **New**. The **New Authoriser** window appears.

Enter the authoriser's details below.  
Click **Send and Print** to send these details electronically to MYOB M-Powered Services.  
Then sign the printed form and mail it to MYOB M-Powered Services for authoriser validation.

First Name:

Last Name:

Password:

Confirm Password:

- 6 Enter your first name, last name, password (invented by you) and password confirmation. (For details on good password management, see [‘How you can ensure the security of your information’ on page 7.](#))
- 7 Click **Send and Print**. Your details, as a newly created authoriser, are sent to MYOB M-Powered Services and the **MYOB M-Powered Services Authoriser Application Form** is printed. The **Maintain Authoriser** window appears, with the status **New** assigned to you as a new authoriser.

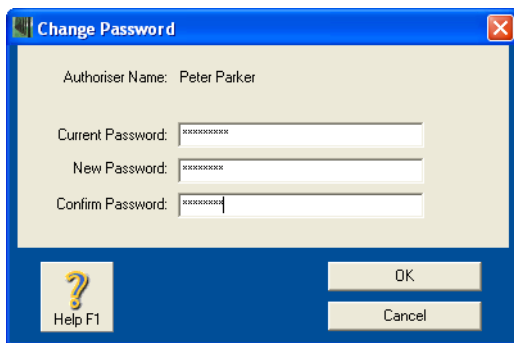


- 8 Sign the **MYOB M-Powered Services Authoriser Application Form**.
- 9 Return the **MYOB M-Powered Services Authoriser Application Form** and the change request form to MYOB M-Powered Services. On receiving the forms, the MYOB M-Powered Services team will process the request and activate the new authoriser.
- 10 MYOB M-Powered Services will notify you when your application has been approved. You then need to click **Send/Receive** in the **M-Powered Services Centre** window to update your status from **New** to **Active**.

### To change the password of an active M-Powered authoriser

Only an authoriser is allowed to change his or her authoriser's details.

- 1 Click **M-Powered Services Centre**. The **M-Powered Services Centre** window appears.
- 2 Click the **MYOB M-Powered Services Setup** button and select **MYOB M-Powered Superannuation** from the menu that appears. The **MYOB M-Powered Superannuation Setup** window appears.
- 3 Click **Maintain Authorisers**. The **Maintain Authorisers** window appears.
- 4 Select your name and click **Change Password**. The **Change Password** window appears.



- 5 Enter your current password, your new password and confirm your new password. (For details on good password management see ['How you can ensure the security of your information'](#) on page 7.)
- 6 Click **OK**.

## To cancel an active M-Powered authoriser

- 1 Contact MYOB M-Powered Services to obtain an appropriate change request form. Complete and return this form to MYOB M-Powered Services. When you receive confirmation via email that your request has been processed, you can update the authoriser's status by following the steps below.
- 2 Click **M-Powered Services Centre**. The **M-Powered Services Centre** window appears.
- 3 Click **Send/Receive**.

If you are not connected to the Internet, a window appears asking you to connect. After you are successfully connected to MYOB M-Powered Services, the status of the authoriser is updated to **Cancelled**.



To remove the authoriser from the list, highlight the authoriser name and click **Delete**.

---

## Changing a nominated business bank account

When you applied for MYOB M-Powered Superannuation, you nominated a business bank account from which superannuation payments will be deducted.

If you want to change your nominated business bank account, you need to send your new business bank account details to MYOB M-Powered Services on an appropriate change request form (you can obtain it from MYOB M-Powered Services by calling 1300 555 931 or sending an email to [m-powered@myob.com.au](mailto:m-powered@myob.com.au)).

MYOB M-Powered Services will then forward the request form to the participating bank for processing. Once approved, you need to update your account list in your company file.

You must also notify MYOB M-Powered Services if you want to change any details of your existing nominated business bank account, for example, the number of cheque signatories required. Provide the new account details on a change request form and send the form to MYOB M-Powered Services.

## To change your nominated business bank account

- 1 Complete the appropriate change request form and forward it to MYOB M-Powered Services.
- 2 Once confirmation is received that your request has been processed, click **M-Powered Services Centre**. The **M-Powered Services Centre** window appears.
- 3 Click **Send/Receive**.

If you are not connected to the Internet, a window appears asking you to connect. After you are successfully connected to MYOB M-Powered Services, your nominated business bank account is updated in the setup window of your MYOB M-Powered service.

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## Storing your M-Powered Superannuation information

Your M-Powered Superannuation information (such as transactions, bank information and reports) is stored within your company file. When you open the company file, this information is automatically accessed for processing. When you back up your company file, this information is also backed up.

However, if you have a lot of M-Powered information, or you are using your software on a slow network, it may take more than a few moments to access this information. If this is the case, you can reduce the access time by separating your M-Powered information from your company file.

When you separate your M-Powered information from your company file, your M-Powered information will be stored in a Windows file with the extension '.box'. Note that the functioning of this file requires more maintenance. We strongly recommend that you are aware of these maintenance tasks before you choose this option. (See '[Maintaining the M-Powered Services Centre file](#)' on page 40.)

### To separate your M-Powered information from your company file

- 1 Go to the **Setup** menu and select **Preferences**. The **Preferences** window appears.
- 2 Click the **Security** tab and deselect the **Integrate the M-Powered Services Centre and MYOB Company File** option. An information message appears.
- 3 Click **OK** to exit the information message and then click **OK** to exit the **Preferences** window. Your M-Powered information is now extracted from your company file into a separate file called M-Powered Services Centre file, which has a '.box' extension.

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# Maintaining the M-Powered Services Centre file

If you have selected the option to store your M-Powered Services Centre information separately from your company file, there are some things you need to consider to ensure a proper functioning of your M-Powered Services Centre data file. These issues are covered in the topics below.

## Moving your company file

Your company file and your M-Powered Services Centre file must reside in the same Windows folder.

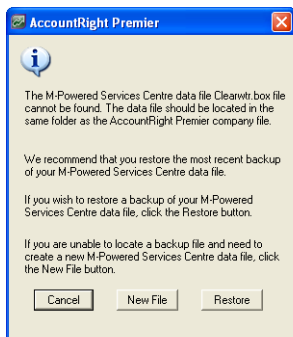
If you move your company file, you need to move the corresponding M-Powered Services Centre '.box' file to the same Windows folder location. For example, if you move your company file from your local hard drive to a network drive, you need to move the M-Powered Services Centre '.box' file to the same Windows folder on the network drive.

## Renaming your company file

The name of your M-Powered Services Centre '.box' file must match the name of your company file. If you change the name of your company file, you also need to change the name of the corresponding '.box' file.

For example, if you change the file name from **Clearwater.myo** to **Clearsprings.myo**, you need to change the name of the M-Powered Superannuation '.box' file from **Clearwater.box** to **Clearsprings.box**.

If you have renamed your company file but not your '.box' file, the following window appears the next time you open your company file. The window gives you the option to restore a backup of your company file or create a new M-Powered Services Centre '.box' file.



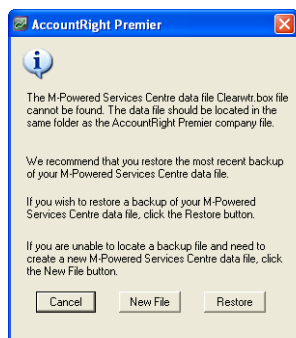
If you have not deleted your original M-Powered Services Centre '.box' file, click **Cancel** and rename your '.box' file; otherwise, see ['Deleting the M-Powered Services Centre '.box' file'](#) on page 41.

To rename your M-Powered Services Centre '.box' file, locate the original '.box' file (the prefix will be the same as your old company file name) and rename this file. For more information on renaming or finding files in Windows, refer to Windows Help.



## Deleting the M-Powered Services Centre '.box' file

If you delete your M-Powered Services Centre '.box' file, the following window appears the next time you open your company file. The window gives you the option to restore a backup of your company file or create a new M-Powered Services Centre '.box' file.



If you regularly back up your company file, we recommend you click **Restore** to restore your most recent company file and M-Powered Services Centre '.box' file. For more information, see '[Restoring the M-Powered Services Centre '.box' file](#)' below.

If you don't regularly back up your company file, we recommend you click **New File** to create a new '.box' file. For more information, see '[Creating a new M-Powered Services Centre '.box' file](#)' on page 42.

## Restoring the M-Powered Services Centre '.box' file

A copy of your M-Powered Services Centre '.box' file is automatically saved when you back up your company file using your software.

If you have deleted your M-Powered Services Centre '.box' file, we recommend you restore your most recent company file. When you restore your company file you also restore the corresponding M-Powered Services '.box' file.

Note the following when you restore a backup:

- You need to contact MYOB M-Powered Services to re-activate your M-Powered Services Centre. Contact MYOB M-Powered Services by calling 1 300 555 931 or by emailing [m-powered@myob.com.au](mailto:m-powered@myob.com.au).
- You need to re-enter any transactions into your company file that were recorded since your last backup, including any MYOB M-Powered Services transactions.

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**NOTE: Do not re-send MYOB M-Powered Services transactions** MYOB M-Powered Services transactions that you previously sent for processing do not need to be re-sent. We recommend that when you re-enter MYOB M-Powered transactions, you click **Authorise Later** and then delete these transactions from the M-Powered Services Centre.

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- Transactions sent for processing but not processed prior to the M-Powered Services Centre '.box' file being deleted, will be processed by MYOB M-Powered Services. Note that you cannot access payment details of these transactions, nor will you receive a payment confirmation status once processing is complete.

## Creating a new M-Powered Services Centre '.box' file

When you create a M-Powered Services Centre '.box' file, a new file with the same file name prefix as your company file is created in the same Windows folder of your company file.

Note the following when you create a new M-Powered Services Centre '.box' file:

- You need to contact MYOB M-Powered Services to re-activate your M-Powered Services Centre. Contact MYOB M-Powered Services by calling 1300 555 931 or by emailing [m-powered@myob.com.au](mailto:m-powered@myob.com.au).
- You will not be able to access details of historical MYOB M-Powered Services transactions.

Transactions sent for processing but not processed prior to the M-Powered Services Centre '.box' file having been deleted, will be processed by MYOB M-Powered Services. Note that you cannot access payment details of these transactions nor will you receive a payment confirmation status once processing is complete.

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