Transact
Managing Refunds

Who

Users with Employer Master, Employer Clerical and Employer Viewer user roles can perform this action.

Refund from a fund

Sometimes, the super fund may need to refund contributions you've made because the employee is no longer a member of the fund or the accompanying data is invalid, preventing the contribution from being processed.

Receiving refund notification

Transact will send an automated email notification when a refund has been received from the fund or from PayClear.

What you can expect when a fund issues a contribution refund:

- The refund will be deposited into your organisation's bank account from the fund.
- An email notification of the refund will be sent to the email address your organisation has nominated in the Transact database.
- Further information about the refund will be sent to you from the fund via Transact. For example, the employee it relates to and the reason for the refund will be visible in the initial contribution.

Transact sends a consolidated email confirming all the contribution refunds made in the previous 24-hour period.

Note: This email provides the total of all refunded amounts but does not include any member/employee information in either the email heading or body of the text.

Logging in

1. You've received a Refund Payment Notification. Click the **View** button.
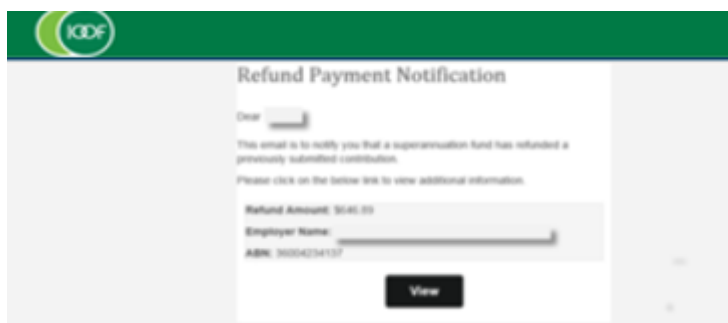
The Log In page will display.

2. Log in to the portal.

The Contributions History screen will display all contributions you've submitted through Transact

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Examining the refund

Files that have a contribution response with an error and show a subsequent contribution refund amount will have a 'Fund Error Response' Status. Refunds are indicated with a red box counter under the **Issues** column and an amount in the **Refunded $** column.

1. Take note of the total amount refunded in the **Refunded $** column.
2. For more information about how the refunded amount is made up and the issues that have resulted you can drill down into the detail. You have the option to:
   - Click on the Grid icon in the **Actions** column or
   - Click on the File name

The values of files with refunds for the period should add up to the refund total advised in the email.

Locating error details

1. After clicking through to the submission, the validation issues will be displayed. You can identify members whose contribution has been prevented from being processed and have had refunds and various other issues that have been reported by the Super Funds.
2. To view the refund reason, click on the > next to the red counter under "Fund".

Viewing the reason for the refund

The **Fund** tab will display a red border around the field in which the error occurred.

1. Place your pointer and hover directly over the field to read the pop-up message. This will provide you with the reason for the refund.
2. You may have to speak directly with the employee to discuss what new information is needed to repay the contribution.

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Refund from PayClear

If a payment is unable to be sent to a fund due to the fund being closed or the SMSF bank details being incorrect, your bank account may have a refund with a PRN beginning with PC – XXXXXX.

This is a direct bounce back from the bank.

If you are unsure who or what this refund is for, you'll need to check the payments history reporting

1. Log in to Transact.
2. Click on **$ Payments** in the Quick links toolbar.
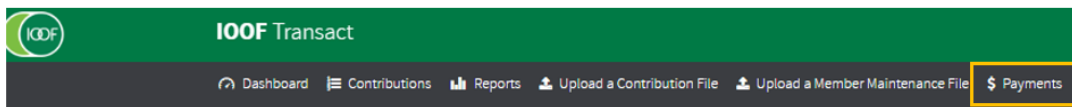
The Payments History Reporting Screen will display.

3. Enter the Payment Reference Number (PRN) shown on the Bank Statement in the **Payment Ref No** field. and click **Search**.
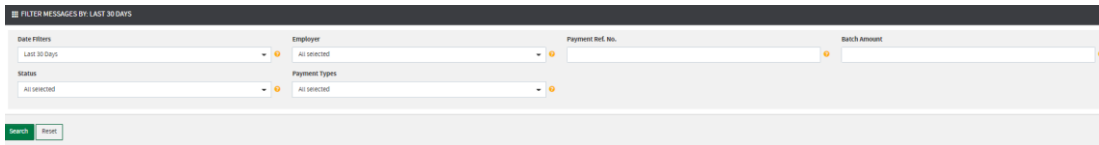
Your filtered messages will display.

4. In the **Status** column you'll see there is a red X. This indicates that there has been a refund or issue with the payment.

5. Click the + expand button on the left side of the page to display more information.

6. Click the + expand button for **SMSF Payment Sent** and **APRA Fund Payment Sent** to view all payments sent and to see any refunds (those with a X).

These refunds will match the amount received in your refund bank account.

7. Click the + expand button for the **SMSF Payment Sent** tab to see the name of the fund.

8. Follow the standard refund process to resubmit these payments correctly and update your payroll with all new details for future use.

Important information

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