

Employer Online and CBUS Clearing House (QuickSuper)

Help to get you started

How to set up Employer Online and make contributions through the CBUS Clearing House (QuickSuper)

CBUS

July 2026

This information is of a general nature and is about the Clearing House Service provided by Westpac Banking Corporation ACN 007 457 141 AFSL 233714 for CBUS employers. Before using the clearing house service, read the terms and conditions to decide what's right for you.

See **cbussuper.com.au/employer-payments** for more details.

Welcome to Employer Online and CBUS Clearing House (QuickSuper)

No matter how many people you employ, Employer Online makes it fast and easy to pay your employees' super.

Employer Online allows you to:

- Lodge super guarantee (SG) contributions to multiple employees and multiple funds through the CBUS Clearing House (QuickSuper)[1]
- Update business and contact details, communication preferences and user permissions
- Access your data securely via SMS verification
- Access reporting and receipts in just a few clicks
- Opt in to receive a notification whenever a receipt of payment contribution is available

Employer Online is safe, secure and Payday Super compliant.

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[1] QuickSuper, Cbus' Clearing House service is provided by Westpac Banking Corporation ACN 007 457 141 AFSL 233714 for Cbus employers.

Getting started with Employer Online

1. When you join CBUS, you'll receive an email asking you to activate your account.
2. Click the link in the email to create your username and password.
3. Once you've set up your account login details, you can log into your account at **cbussuper.com.au/employer-login**.

Haven't received an activation email?

Have your checked your junk folder?

We won't be able to send your activation email if we don't have both your mobile number and email address. Please call us on **1300 361 784** to provide your details and we'll sort it out.

If your activation link has expired, click the 'Don't know your username?' link on the Employer Online login page to start the activation process.

Forgotten your login details?

Click the 'Don't know your username?' or 'Forgot password?' links on the Employer Online login page.

→ The next step is to set up your CBUS Clearing House. You'll need to do this before you can make contributions.

Set up your CBUS Clearing House

Before you start: log in to Employer Online at cbussuper.com.au/employer-login

When you've signed in: set up your clearing house account

1. Select **Access CBUS Clearing House** from the **Popular Tasks** menu.

2. Click to accept the Terms and Conditions.

3. Enter your Default Settlement Account and Settlement Account details, then click **Save**.
   The settlement account is where any refunds will be deposited in the future, where permitted.

4. Choose your contribution processing method:
   Option 1: Direct entry to enter employee contribution payment details manually. This option is suitable for a small number of employees (see pages 5-7 for details),
   or
   Option 2: File upload to generate a contribution upload file from your payroll system (see page 8 for details). **Corporate Super employers** must select **File upload** and use the SuperStream Alternative File Format (SAFF) to generate a contribution file from your payroll system (see page 9 for details).
   or
   Option 3: Both. For most employers, this option should be selected.

5. Click **Finish**.

You can now start using the CBUS Clearing House to submit all your employee super contributions.

Enter and submit contributions

There are two ways to register your employees.

Option 1: Entering contributions manually

To enter online contributions manually, you will first need to create employee records within the CBUS Clearing House.

1. Register each employee individually

1. Select the employer, then click **View Employees**.
2. Click **Create New Employee**.
3. Enter your employee details, then click **Save**.
4. To use the default fund, click **Use Default Fund**, otherwise enter the non-default fund's details.
5. Enter your employee's membership details on the 'Edit Fund Membership' page, then click **Save**.

Repeat the above steps to register another employee.

2. Upload a file to register multiple employees at once

To register multiple employees using an upload file you will need to use the Employee Upload file format specified by the CBUS Clearing House.

To access the file specification and template documents, on the left navigation menu, select **Downloads.**

When your employee file is ready follow these steps to upload into the CBUS Clearing House:

1. Select **Employers**, then **Upload Employees**.
2. Follow the page prompts, then click **Upload Employee File**.
3. The Employee File Progress page will show the file with a status of 'Uploading'.
4. If the file has no errors, the status will update to 'Awaiting User Confirmation'.
5. Click **Confirm** to complete the upload (status will update to 'Committing Changes').



Once all your employees have been registered in the CBUS Clearing House you are ready to enter an online contribution.

1. Select **Online Contributions**, then **Create New**.
2. Select the relevant employer.
3. Enter the start and end date of the contribution period.
4. Enter the contribution amounts in the online contribution entry grid. A maximum of 10 employees are shown at any one time. Select Next 10 to view the next 10 employees.

You can choose whether you would like the contribution entry grid be pre-populated with default contributions amounts based on the employee details registered, or whether you would like all of the amounts to be set to 0 for you to specify individually.

1. Click **Save** and **Go to Summary** to continue.
2. Review the contribution summary, then click **Submit**.
3. Your payment details will display.
4. Click **Confirm** to finalise.

If you have configured an authorisation process, the Status will show as 'Awaiting Authorisation'. If you do not have an authorisation step, the Status will show as 'Authorised'.

Option 2: Entering contributions by file upload

To learn more about this option or if you need assistance to run the payroll report required to complete the spreadsheet, please contact us on **1300 361 784**, or call your Employer Engagement Manager.

Complete the following mandatory columns:

This is your CBUS Clearing House employer ID – you'll find it in your confirmation email

You can look this up on the Clearing House website (click on the **Funds** button)

This is the employee's super fund member number

Contribution period start date	**Column C**
Contribution period end date	**Column D**
Employer ID	**Column E**
Family Name	**Column H**
Given Name	**Column I**
Date of Birth	**Column L**
Address Details Line 1 Text	**Column R**
Suburb	**Column V**
State or Territory Code	**Column W**
Postcode Text	**Column X**
Fund ID (SPIN)	**Column AC**
Member ID	**Column AF**
Tax File Number	**Column N**

When your file is ready to upload, log into CBUS Clearing House, click **Upload File** and follow the on-screen prompts.

Accessing reports and receipts through Employer Online

Accessing contribution reports

Click the **Reporting** tab at the top of your Employer Online home screen and select **Reports**. Then, choose the type of contribution report you need and select the appropriate options from the drop-down menu provided.

Accessing contribution receipts

Click the **Reporting** tab at the top of your Employer Online home screen and select **Receipts**. Then, select the appropriate options from the drop-down menu provided to download a receipt.

Opting in or out for receipt notifications

If you would like to receive a notification whenever a CBUS receipt is available to use as proof of payment, you can set your preference via Employer Online.

Once you have logged in:

1. Select your profile in the top right-hand corner and then click **My Details**.
2. In the Preferences section, click **Update Preferences**.
3. Select if you would like the notifications via email or SMS.
4. Select **Yes** to receipt notifications. Or, select **No** if you have previously opted in for receipt notifications and no longer wish to receive these.

Click **Update Preferences** when you're done to save your changes.



Troubleshooting

If your file upload fails

If there is an error in your file, CBUS Clearing House will produce an error report showing what type of errors have occurred.

Common errors

Wrong date format: the date format in the CBUS Clearing House must be in the same date format that is in your .CSV file.

No suburb matching that post code: either the wrong post code has been entered for the suburb or the suburb is spelled incorrectly e.g. Saint Helena could be St Helena or Mt Eliza could be Mount Eliza. Go back to your .CSV file, amend the records and upload your file again.



Making contribution payments to other funds

You can make contribution payments to your employees from the CBUS Clearing House, even if they are with another super fund. You will need to ensure that you enter your employee's correct fund details if you are adding a new employee for the first time.

If you need to change the fund that you pay an existing employee's super into, you will need to:

1. Select **Access CBUS Clearing House** under the **Popular Tasks** menu in Employer Online.
2. Click **View Employer** on the left-hand menu and select the **Employees** tab. Select the relevant employee.
3. On the **Add Fund Membership** page, you can either use the default fund by clicking on **Use Default Fund** or use a non-default fund by entering the non-default fund details.

What if my employee is in a Self-Managed Super Fund (SMSF)?

CBUS Clearing House holds a master list of more than 800 super funds including most industry and retail funds. However, if your employee has an SMSF, you will need to create the fund in the CBUS Clearing House system.

To create an SMSF you will need its:

- ABN
- banking details
- contact details
- Electronic Service Address (ESA). Your employee will be able to provide this.

1. Click on the **Funds** tab on the left hand side.
2. Click on **Create New Fund** at the bottom of the funds list.
3. Enter the ABN of the SMSF.
4. If the SMSF details on screen are correct click **Next**.
5. Enter a fund identifier for the SMSF which must include your employer ID (see your CBUS Clearing House confirmation email) and a reference to the SMSF so you can identify it in future.
6. Provide the BSB and account number for incoming contributions to the SMSF and an email address to send the contribution remittance.
7. Click **Create Fund** to add the SMSF to the fund listings table.

Need a hand?

CBUS
Locked Bag 5056
PARRAMATTA NSW 2124
cbussuper.com.au/message

1300 361 784
8am to 8pm (AEST/AEDT)
Monday to Friday

Chat in person in Adelaide, Brisbane, Melbourne, Perth and Sydney. Locations: **cbussuper.com.au/contact**
Log in to chat to us online: **cbussuper.com.au/login**

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