

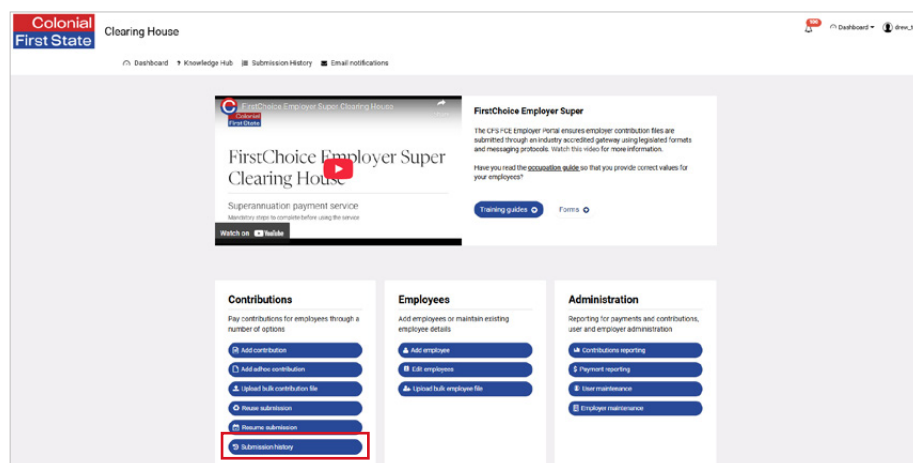
FirstChoice Employer  
Super Clearing House

# Stopping submissions after submission logged

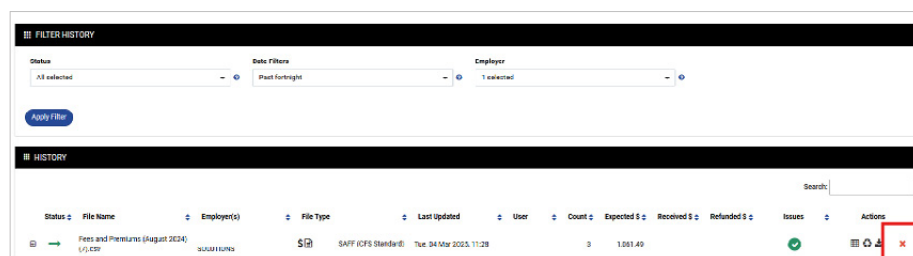
# Stopping submissions

In certain circumstances, you may seek to stop a submission. For example, where a duplicate submission has been made, or an overpayment has occurred.

Once a submission has been lodged with a matching payment, it cannot be cancelled or reversed unless the payment has not been processed. Not processed means the direct debit has not been debited from your bank account or the payment has been sent to Superchoice but is still within the 3-day clearing period or the funds are still waiting to be cleared.



1 To cancel a submission and payment, in the dashboard under contributions click on **Submission history**, find the submission in the history.



2 Click on X.

If the request to cancel payment is for a direct debit and the contribution batch is cancelled before the overnight direct debit batch is run, no refund will be required. However, if the contribution batch is cancelled after the overnight direct debit batch is run but before money has been sent to the funds, there will be a refund.

If the request to cancel payment is for direct credit, and payment has been made to Superchoice however not onforwarded to the required superfunds, any matched money (matched, underpaid or overpaid) will be refunded to your refund account. If no money has been matched (sent to but not received by Superchoice), the batch is cancelled immediately.

After the money has been refunded, the batch Status changes to Cancelled.

Once submissions have been sent to the other funds, you'll be responsible for any attempts to recoup the monies from the relevant super funds.

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## More information

For further assistance, access the User Reference Guide in the clearing house portal.

## Contact

FirstChoice Employer Super Services on 1300 654 666, 8:30am — 6pm AEST Monday to Friday.

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### Important information

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