CINSF

COOK ISLANDS NATIONAL SUPERANNUATION FUND

EMPLOYERS
"TE RORO"
NEW PORTAL

PROCEDURES MANUAL

January 2021

CINSF Policy

**The Cook Islands Superannuation Fund (CINSF) and its staff are intended to help give members
Financial security in their retirement.**

**We are proud to introduce our New CINSF Employer Portal to provide a faster and more
efficient service for you.**

Contents

ACTIVATION WELCOME EMAIL

YOU WILL RECEIVE AN ACTIVATION WELCOME EMAIL

(Similar to the screen below)

Please use Google Chrome or Firefox

WELCOME EMAIL ACTIVATION

Kia Orana "Customer Name,"

Your account "Registered Company Name," on the Cook Islands National Superannuation Fund system is now active.

You can use the website to manage your contributions and employments. More information on Employer registration can be found on the website.
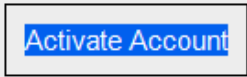
Please use the link below to activate your account and set your password.
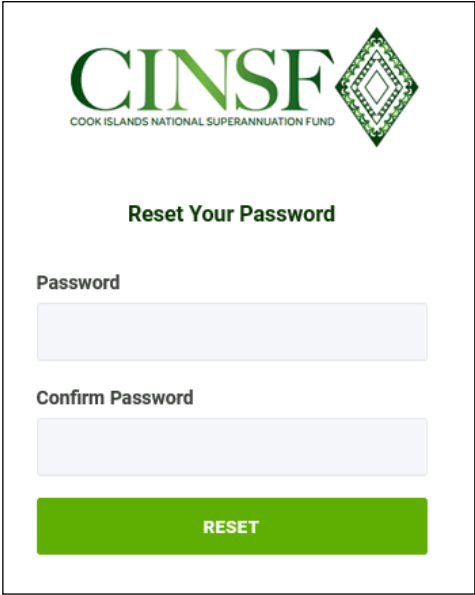
Activate Account

Contact us if you have any questions.

Regards,
The CINSF Team

TO ACTIVATE YOUR ACCOUNT FOR THE FIRST TIME

Step 1: Click Activate Account at the bottom left of your

"Welcome Email Activation" Email.
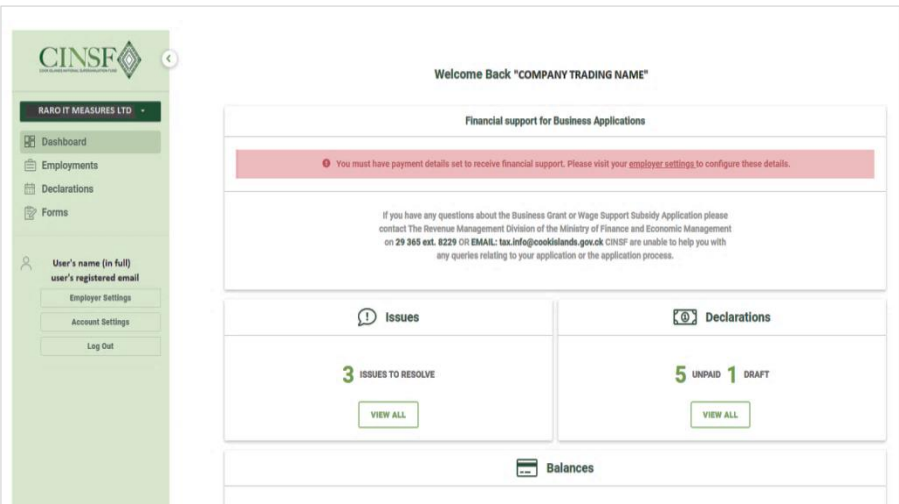
(Screen below will appear)

Step 2:

Enter your New Password in the "password" box. Password must have at least 8 characters. Re-enter your new password in the "confirm password" box.

Then click RESET

Step 3: After clicking the "RESET" the **DASHBOARD** page will automatically open: (Screen below will appear)

!!Congratulations you have now activated your account and logged in!

Save the link by bookmarking it on the bookmarks bar, for easy future login access

THE DASHBOARD MAIN MENU

DASHBOARD (Default Home Page, shown on previous page)

Gives Stats on 3 Topics

- Advises you if New Employees have not completed their registration with the office. Please have them complete this registration process.
- Advises the statuses of how many declarations you have lodged that are not paid, in draft or in complete
- Advises the amount owed to CINSF by you for declarations lodged but not yet paid

EMPLOYMENTS

- List of both current and former employees start and the end dates.
- Option to EDIT your employees details
- Option to Add a new or existing member as an employee

DECLARATIONS

- Here is where you create your Submission for employees Super you've deducted.

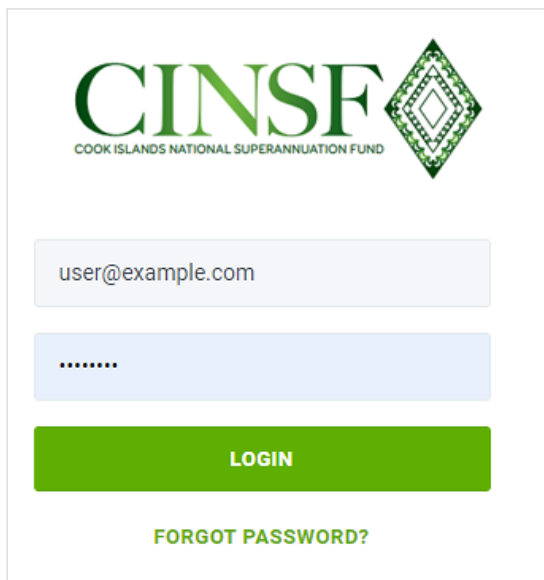## FORMS (Forms which are available for download)
- Membership Form
- Claim Form
- Forfeited Funds Claim Form
- Investment Switch Request Form

TO LOGIN INTO YOUR ACCOUNT

(after it's been activated)

Step 1:
Click on the CINSF Portal Link that you saved on your 'Bookmarks bar'.

Step 2: Enter your email
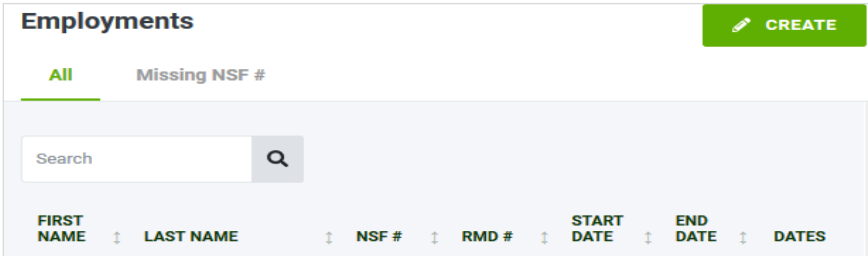
Step 3: Enter Password

(Must have at least 8 Characters)

Step 4: Click on Login

TO EDIT EXISTING EMPLOYEES

Step 1: On the **DASHBOARD** Home Page screen, select **EMPLOYMENTS** from the Main Menu.
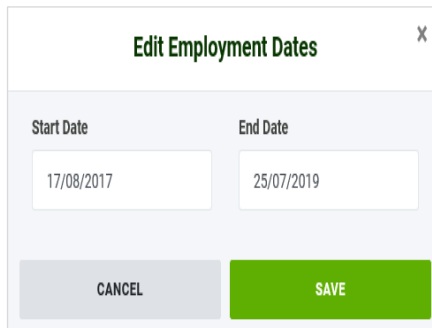(screen below will appear)

Employments

✎ CREATE

| All | Missing NSF # |

Search 🔍

| FIRST NAME | ⇕ | LAST NAME | ⇕ | NSF # | ⇕ | RMD # | ⇕ | START DATE | ⇕ | END DATE | ⇕ | DATES |

Step 2: Double Check your employee's employment records have correct information.

Step 3: If not correct then Click on **EDIT**

(*and the screen below will appear*)

Edit Employment Dates   X

| Start Date | End Date |
| 17/08/2017 | 25/07/2019 |

CANCEL   SAVE

Step 4: Update employee's employment dates accordingly.

Step 5: Click on **SAVE**

Employees will not appear on declarations until you have added an employment for them and will continue to appear on future declarations until you add an end date for them

TO ADD NEW EMPLOYEES

For all new employees being employed by yourself, you will need to add a new employment for them.

To add a new employee, stay on the **EMPLOYMENTS** screen, click [✎ CREATE] on   (screen below will appear)

Add Employment

RMD Number	Member's last name	
Type number here	Type name here	**SEARCH**

- Please enter your employees RMD Number and last name
- If your details are a correct the below screen will appear

Add Employment ✕

✅ We found a matching member

First Name	Last Name	RMD Number	DOB
TEST	TEST	343434	2020-03-05

☐ Is this employment non-super?

ADD THIS MEMBER

- Click **ADD THIS MEMBER** if the details are correct.

IF THE MEMBER IS NOT AN EXISTING MEMBER THEN YOU WILL BE TAKEN TO THE FOLLOWING SCREEN

- The following fields will need to be completed along with a New Members form. This form can be located at the "**FORMS**" selection.

Add Employment ✕

No existing member found. Please create a new member to continue or *search again*

Title	First Name	Last Name
Title ⇕	First Name	TEST

Gender	Residency	Foreign Worker Nationality
Gender ⇕	Residency Status ⇕	Nationality ⇕

RMD Number		Date of Birth
4565489		dd/mm/yyyy

☐ Is this employment non-super?

ADD EMPLOYMENT

Step 2: Fill out the form.

- Title: Click ⇕ Select the correct title: (Mr./Miss/Mrs./Ms.)

- Fill in First Name & Last name. On Gender click ⇕ select correct gender (Male or Female)

- Residency- click ⇕ select your correct status (Citizen/ Permanent Resident / Foreign worker)

- Nationality click ⇕ select the county of your Nationality

- Enter you RMD number and Date of Birth: (dd/mm/yyyy)

Step 3: Finally Select

ADD EMPLOYMENT

- Once you have added the employment. Please bring these documents into the CINSF Office:
    - Completed new member form
    - Photo ID Passport or Driver's license
    - RMD confirmation letter

IMPORTANT TO NOTE:

- Any delays in providing these **DOCUMENTS** to the office may result in penalties being added to your account for non-compliance.

- For employees to be included in the correct declaration their employment dates must be correct.

   *For example***:** When you add a new employee there start date is defaulted to the day you are entering them in. So if you entered the employee on the 5th of Sept 2019, they will not be listed in the August 2019 Declaration.

- Any employees employment that does not have an end date added to them, with appear in the declaration listing even if they are no longer employed. These can be edited quite easily using the "Edit Employments Dates" screen shown at the bottom of page 9.

CREATE AND LODGE A DECLARATION

On the Main Menu of the Home Page, Click on
DECLARATIONS (screen below will appear)

Declarations

| Timeline | Draft | Lodged | Paid |

May 2019

STATUS	TYPE	AMOUNT		
Draft	Standard	$0.00	EDIT	VIEW

April 2019

STATUS	TYPE	AMOUNT		
Draft	Standard	$0.00	EDIT	VIEW

March 2019

CREATE DECLARATION

February 2019

CREATE DECLARATION

Here will list all declarations, that you have **LODGED, PAID**,
in DRAFT or yet to create. This will only show for the months
owed from the date when you first migrated to this new
system.

- Declarations are listed by month with the most current
  at the top.
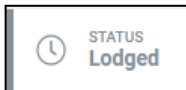- There a 4 statuses of a declaration:

o Create Declaration – This is waiting for you to create the declaration to be lodged
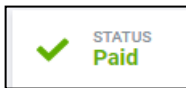
CREATE DECLARATION

o Draft – you have started to enter the details but did not complete the process

STATUS
Draft

o Lodged – You have completed and submitted this to the office for processing

STATUS
Lodged

o PAID – You have lodged the declaration, paid the amount owed to a nominated bank account/office and we have received and processed this.

STATUS
Paid

Note: Declarations will now be loaded using Gross Monthly Pay. The system now automatically calculates what you should be paying based on the employees' gross pay - which is the amount paid for the month, and at the rate you approved:

To create a declaration Click on **CREATE DECLARATION** for the month you will be entering details for.

- Declarations can be uploaded in two ways:

    a.) thru the CSV format that can be downloaded

    b.) or by manually entering the amounts

a.) IMPORT CONTRIBUTION FROM EXCEL

Step 1: Click on | **IMPORT CONTRIBUTIONS** |

(screen below will appear)

__Note:__ CSV file formats have also been updated so ensure you download a new __CSV file template__. It reflects the additions of Gross Monthly Payments and Voluntary.

Import Contributions

Steps to import:
1. Click here to download sample csv.
2. Changing the csv header will result in an error.
3. Fill in the csv, upload and import.

CSV File

| 📄 | Drop File Here or click Browse | Browse |

IMPORT

Step 2: For the CSV format to use | **Click here** |

Step 3: Update the excel spreadsheet according and ensure to save as a CSV. Other formats will not work.

Step 4: Click Browse and select the CSV file.

Step 5: Click on | **IMPORT** |

b.) MANUALLY TYPE IN THE AMOUNTS

After having already seleceted **CREATE DECLARATION**

A List of your Employees will be displayed.

Step 1: Input the Monthly Gross amount in the space provided under the Title "Monthly Gross" for each employee.

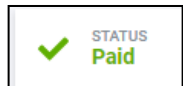**Step 2:** Enter Data for Voluntary Contributions if you have any.

Step 3: Click on **SAVE** Confirmation of being saved will display. Confirm Information is correct.

Step 4: Click on **LODGE** to Lodge your decoration.

**Once you have lodged the Declaration no more changes can be made by yourself. If the Declaration is still in LODGED status ⏱ STATUS Lodged contact the office to reject back for you to correct and re-submit. However if status is PAID ✔ STATUS Paid Contact your Relationship Manager with the correct information as corrective Declarations can be only processed by the office. **

THE PAYMENT SLIP

Once you've **LODGED** your **DECLARATIONS**, it will take you to the confirmation screen. Here you will find your PAYSLIP, which you can either email your nominated email address or download it straight away.

Or

EMAIL PAYMENT SLIP   **DOWNLOAD PAYMENT SLIP**

CINSF ◆
COOK ISLANDS NATIONAL SUPERANNUATION FUND

Code: AJNVJ
Date: July 2019

Payment Slip and Bank Deposit

This slip can be used to:

- Deposit payment directly into our account
- Assist with Online Banking
- Make payment at our CINSF Office, located on the ground floor at the end of the ANZ Bank Building in Avarua, below Southpac.

Credit to: CIG Cook Islands National Superannuation Fund

☐	ANZ	251986
☐	BSP	121483801
☐	BCI	84229-S7

Please tick appropriate bank/account

Narration: AE003 - AJNVJ - July 2019

Description/Particulars	Bank	Amount
Return		$90.00
Late Fee		$0.00

Ninety dollars and zero cents

100	
50	
20	
10	
5	
Total Notes	
Coins	
Cash Total	
Cash	
Cheque	

Total $90.00

Paid in by: (signature)

The Payment slip will provide you with a Narration code that needs to be Referenced either by your Bank when making your deposit or entered by yourself if you are paying on-line

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FINAL CONFRIMATION

On the Home Page, which is the **DASHBOARD** you can confirm the correct number of unpaid Declartations and also confirm the **Balance** is correct.

It will take 2 to 3 working days from the date of your payment, to clear the Balance.

⊙ **Issues**	〔◎〕 **Declarations**
0 ISSUES TO RESOLVE	**4** UNPAID **1** DRAFT
VIEW ALL	VIEW ALL

⊟ **Balances**

DEBT
$400.00