Payday Super Error Messaging Guide

Enhanced Error Messaging

BUSINESS ERRORS MESSAGES

Error Code	Simple Description	Suggested Employer Action(s)
SUPER.GEN.CNTRBTN.4	Contributions cannot be accepted as it is either a closed product, defined benefit or pension fund.	Re-confirm with the employee where they would like their SG contributions to be paid. If unable to engage with the employee, check the employees' stapled fund with the ATO.
SUPER.GEN.CNTRBTN.5	Member TFN is required for this contribution type.	Ensure the member's TFN is populated in the file.
SUPER.GEN.CNTRBTN.6	Payment is less than what has been specified in the Contribution Transaction Request (CTR) message.	Review the CTR file and ensure the contribution amounts match the payment value.
SUPER.GEN.CNTRBTN.7	Payment is more than what has been specified in the Contribution Transaction Request (CTR) message.	Review the CTR file and ensure the contribution amounts match the payment value.
SUPER.GEN.CNTRBTN.8	Contributions cannot be accepted for this individual due to age or eligibility restrictions.	Employer SG contributions have no age restriction, but other contribution types do have age restrictions. Contact us (or your Relationship Manager) if unsure.
SUPER.GEN.CNTRBTN.11	Contribution has been processed but an incorrect USI was provided.	Refer to the details in the error message and correct the USI for future CTR file submissions.
SUPER.GEN.CNTRBTN.13	Maintenance data provided for this USI cannot be actioned when received from employers.	The member/employee needs to contact the Fund directly to update their personal information.
SUPER.GEN.CNTRBTN.22	No account exists and you do not have a participating agreement with the Fund to register the employee.	Re-confirm with the employee where they would like their SG contributions to be paid. If unable to engage with the employee, check the employee’s stapled fund with the ATO.

Error Code	Simple Description	Suggested Employer Action(s)
SUPER.GEN.CNTRBTN.23	Super Fund is not open to new members.	Re-confirm with the employee where they would like their SG contributions to be paid. If unable to engage with the employee, check the employee's stapled fund with the ATO.
SBR.GEN.GEN.1	ABN is invalid.	Check that both the Fund and Employer (i.e. payer) ABN are correct.
SUPER.GEN.GEN.4	Mandatory information is missing	Supply the missing mandatory data field(s).
SUPER.GEN.GEN.5	Data element contained an invalid value.	Correct the invalid data format and/or value.
SUPER.GEN.GEN.9	The TFN failed the TFN algorithm check.	Review the TFN to ensure it has been entered correctly.
SUPER.GEN.GEN.12	Payment Reference Number (PRN) cannot be matched to a payment.	Review the PRN and payment details to ensure they have been entered correctly.
SUPER.GEN.GEN.13	Unknown BPAY Biller Code.	Ensure that you have entered the correct BPAY Biller Code.
SUPER.GEN.GEN.14	Unknown BPAY Customer Reference Number (CRN).	Ensure that you have entered the correct BPAY CRN.
SUPER.GEN.GEN.15	Bank State Branch (BSB) is invalid or not known.	Ensure that you have entered the correct BSB number.
SUPER.GEN.GEN.16	Account Number is invalid or not known.	Ensure that you have entered the correct Account Number.
SUPER.GEN.GEN.17	Account Name is invalid or not known.	Ensure that you have entered the correct Account Name.
SUPER.GEN.GEN.21	Member not found with supplied information.	Re-confirm the employee's name, DOB, TFN and ensure they are all correct. If all data is confirmed to be correct, you will need to refer the employee to correct any discrepancy directly with the super fund.
SUPER.GEN.GEN.22	No longer a member of the specified superannuation fund.	Re-confirm with the employee where they would like their SG contributions to be paid. If unable to engage with the employee, check the employee's stapled fund with the ATO. If ATO does not hold any different stapled Fund information, then you will need to submit a new Member Registration Request (MRR) file for the Fund to create a new membership for the employee. This should be a last resort outcome.

Member Verification Request (MVR) Message Responses

BUSINESS ERROR MESSAGES

Error Code	Simple Description	Suggested Employer Action(s)	Further comments
SUPER.GEN.CNTRBTN.20	Member was successfully verified and the Fund can accept a contribution for this member.	Proceed with paying the contribution.	Personal details match and the employee's account can accept contributions.
SUPER.GEN.GEN.21	Member not found with supplied information.	Re-confirm member's personal details (legal name, DOB, TFN).	This response message will always be the default (i.e. if a no match and there is no hit on any of the other error conditions). Examples may include if a member's name, DOB, TFN does not exactly match what the super fund has recorded on file.
SUPER.GEN.GEN.22	No longer a member of specified superannuation fund.	Re-confirm with the employee where they would like their SG contributions to be paid. If unable to engage with the employee, check the employee's stapled fund with the ATO.	If a new account is to be established in the employer's default fund, the employer will first need to submit a new Member Registration Request (MRR) file to the Fund before contributing.
SUPER.GEN.CONTRBTN.4	Contributions cannot be accepted as it is either a closed fund, a pension account or a defined benefit account.	Re-confirm with the employee where they would like their SG contributions to be paid. If unable to engage with the employee, check the employee's stapled fund with the ATO.	The employee was matched to an existing open account. However, the employee is part of a closed product, a defined benefit fund or a pension (and therefore SG contributions cannot be accepted).
SUPER.GEN.CONTRBTN.8	Contributions cannot be accepted for this individual due to age or eligibility restrictions.	Re-confirm with the employee where they would like their SG contributions to be paid. If unable to engage with the employee, check the employee's stapled fund with the ATO.	The employee was matched to an existing, open account. However, the individual is not eligible to contribute to the Fund (either due to age or due to the category of their membership)
SUPER.GEN.CONTRBTN.22	No account exists and you do not have a default relationship with the Fund to register the employee as a new member.	Re-confirm with the employee where they would like their SG contributions to be paid. If unable to engage with the employee, check the employee's stapled fund with the ATO.	The employee does not have an open or closed membership in the Fund, and the employer does not have a participating employer relationship with the Fund (and therefore cannot create a new membership for the employee).

Error Code	Simple Description	Suggested Employer Action(s)	Further comments
SUPER.GEN.CONTRBTN.23	The Super fund is not open to new members.	Re-confirm with the employee where they would like their SG contributions to be paid. If unable to engage with the employee, check the employee's stapled fund with the ATO.	There is no match to an existing member, and the ABN for the Fund is matched to the ABN of a Fund which is flagged as being closed.

TECHNICAL ERROR MESSAGES

Error Code	Simple Description	Suggested Employer Action(s)	Further comments
SUPER.GEN.GEN.4	A mandatory data element has not been supplied.	Review the MVR message and ensure that all mandatory data fields are populated.	
SUPER.GEN.GEN.9	TFN failed the TFN algorithm check.	Review the MVR message and update the member's TFN to their correct TFN.	The ATO has an algorithm in place which determines if a TFN is valid or not. If this check fails, it means the TFN entered must be incorrect.
SUPER.GEN.GEN.5	Data element contained an invalid value.	Review the MVR message and ensure all data entered in the MVR message has the correct format.	
SUPER.GEN.GEN.6	Missing context declaration	Ensure all declarations are completed	

Source: Australian Taxation Office (ATO), *Business Response Messaging Framework User Guide*, Version 3.0-0.5, 26 June 2026.

The information provided in this document was correct as at 30 June 2026 and may change from time to time. For the latest version of the ATO's Business Response Messaging Framework User Guide visit https://softwaredevelopers.ato.gov.au/ContributionV3.

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