

A smiling man with dark hair and a beard, wearing a light-colored shirt, is holding a tablet and looking at it. The background is a blurred outdoor setting with trees and other people.

Superannuation Errors

Quick Guide

September 2026

Rest
for Business

Purpose of the guide

With Payday Super here, there's less time for employers to address errors when processing super contributions.

This makes having a quick reference point more important. Use this guide to understand common error messages and how to fix them.

Please note: Further information about data and payment standards as well as error management can be found on the ATO website.

Member verification errors

1. Error	Member not found with supplied information.
What you need to do	1. Check that the submitted details (surname, date of birth and fund) match those provided by the employee. 2. Next, employees should be encouraged to contact the super fund to validate their details. 3. If the original details are confirmed by the employee as incorrect, submit another MVR (member verification request) with the valid information.
Quick tip	If updated details aren't available, use the <u>standard rules</u> to choose a valid super fund and make sure the payment still goes through.

2. Error

No longer a member of specified superannuation fund.

What you need to do

1. Let the employee know.
2. Submit another MVR if they provide new super fund details.
3. If updated details aren't available, use the **standard rules** to choose a valid super fund and make sure the payment still goes through.

Quick tip

Employees should be encouraged to contact their fund directly and verify their membership status.

3. Error

Contributions can't be accepted as it is either a closed product, defined benefit, or pension fund.

Or,

Contributions can't be accepted due to age or eligibility restrictions.

What you need to do

1. Let the employee know.
2. Submit another MVR if they can provide new fund details (if applicable).
3. If updated details aren't available, use the **standard rules** to choose a valid super fund and make sure the payment still goes through.

Quick tip

Employees should be encouraged to contact their fund directly and verify their membership status.

4. Error

No account exists and you don't have a default relationship with the fund to register the employee.

What you need to do

1. Let the employee know and provide alternate super fund details.
2. An MRR (member registration request) shouldn't be sent as you don't have a default relationship with the fund.
3. Submit another MVR if the employee has provided updated details or a new superfund.

Quick tip

If updated details aren't available, use the **standard rules** to choose a valid super fund and make sure the payment still goes through.

5. Error

The super fund is not open to new members.

What you need to do

1. Let the employee know the provided fund can't accept them as a member and to provide alternate fund details.
2. Resubmit another MVR if the employee has provided updated details or new superfund details.

Quick tip

If updated details aren't available, use the **standard rules** to choose a valid super fund and make sure the payment still goes through.

6. Error

The ABN of the SMSF isn't known to the message receiver.

What you need to do

Speak to your employee to request a valid ESA (electronic service address) for the SMSF (self-managed super fund). All SMSFs need to be registered with an ESA to accept super contributions.



Other common errors

7. Error

Payment is less than what's been specified with the CTR (contribution transaction request) message.

What you need to do

1. Check the response message and the correct amount to be paid.
2. Resubmit the contribution message with a matching payment to the super fund.

Quick tip

The fund should follow up where possible with the employer. If the data and payment can't be reconciled, the fund will process a refund and send an error message.

8. Error

**Unknown BPAY Biller code or
Unknown BPAY customer reference number, or
PRN (payment reference number) cannot be matched.**

What you need to do

1. Check the number in question to find the discrepancy.
2. Resubmit the contribution with valid matching details.

Quick tip

A contribution request might be received but an error can occur with the wrong details. In some cases, you might check if the payment was made and sent to the correct fund or clearing house.

9. Error

**Member TFN (tax file number) required for this
contribution type.**

What you need to do

1. Check that TFN provided by the employee matches the TFN in your submission.
2. If it matches, double-check it with the employee or use the ATO's EmployerTICK service to verify.
3. Resubmit the contribution with the updated TFN.

Quick tip

You can use the ATO's EmployerTICK service to verify an employees TFN.

10. Error

No account exists and you don't have a default relationship with the fund to register the employee.

What you need to do

1. Let the employee know they don't have an account with the fund and ask for alternate details.
2. Submit another CTR if the employee provides updated details or a new super fund.
3. If updated details aren't available, use the standard rules to choose a valid fund and make sure the payment still goes through.
4. If you got this error from your default fund, please check with them.

Quick tip

Best practice is to use MVR message to verify the employee's membership with the nominated fund before sending a first-time contribution.

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employer](https://rest.com.au/employer)
for operating hours



1300 305 775



Email

employer@contact.rest.com.au



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