

# New Contribution Error Message

Contribution Transaction Error Response (CTER) message is an error message sent by a superannuation fund in response to a contribution they have received. We call a CTER a contribution error in ClickSuper to help simplify the process for our clients. It can be a bit complex behind the scenes but essentially a contribution error is a message from a superfund and it should be read to ascertain what the superannuation fund is advising.

A contribution error can contain information about a refund that is occurring or it can contain information about an update the superannuation fund would like a client to action - perhaps a member number provided is incorrect for example - and should be updated within your payroll details so it is correct next time a contribution is paid for a particular employee. **A contribution error does not necessarily indicate a refund has occurred - but it might.**

A contribution error is displayed by ClickSuper within the Contributions Manager and clients are able to access any new messages received directly via the [Dashboard](#) page. A guide to reading contribution errors is detailed below.

## Reading Contribution Errors:

When contribution errors are received by ClickSuper, ClickSuper will send an automated notification to the organisations nominated email address advising that a contribution error has been received. The email contains a hyperlink to the organisation's [Dashboard](#) within ClickSuper. This is intended to prompt users to log in and view a contribution error.

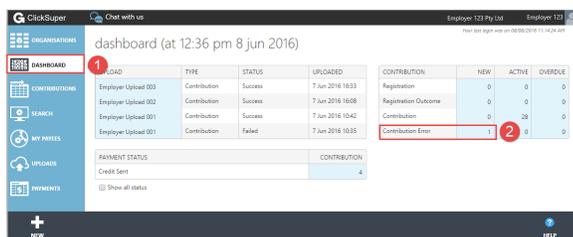
The process on how to read a contribution error has been detailed below - please see the video guide for the quickest way to view the process or keep reading to see the process explained with screenshots.

## Video Guide:

## Reading Contribution Errors - detailed with screenshots:

Please log in to ClickSuper and click into the appropriate account that has received the contribution error. If in doubt, the email received will contain the name of the employer at the beginning of the email so client's should be able to track their contribution errors if they have multiple accounts. Once logged in, the DASHBOARD will be displayed as below. If you are already logged in, please click the DASHBOARD menu option (detailed with the number 1 below) to view the DASHBOARD page.

In the CONTRIBUTION table to the left hand side of the DASHBOARD is where client's can access their contribution errors. If there is an unread contribution error on your account, it will be shown in the NEW column in the Contribution Error row as shown below (details with the number 2 below).



| LOAD                | TYPE         | STATUS  | UPLOAD/DATE      | CONTRIBUTION         | NEW | ACTIVE | OVERDUE |
|---------------------|--------------|---------|------------------|----------------------|-----|--------|---------|
| Employer Upload 002 | Contribution | Success | 7 Jun 2016 16:33 | Registration         | 0   | 0      | 0       |
| Employer Upload 002 | Contribution | Success | 7 Jun 2016 16:08 | Registration Outcome | 0   | 0      | 0       |
| Employer Upload 001 | Contribution | Success | 7 Jun 2016 10:42 | Contribution         | 0   | 28     | 0       |
| Employer Upload 001 | Contribution | Failed  | 7 Jun 2016 10:35 | Contribution Error   | 1   | 0      | 0       |

| PAYMENT STATUS | CONTRIBUTION |
|----------------|--------------|
| Credit Sent    | 4            |

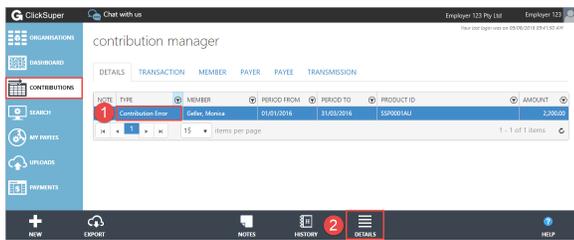
Clicking on the number 1 next to the words Contribution Error in the CONTRIBUTION table will load all new contribution errors as shown in the below screenshot.

To read the message received from the superfund, please click on the row for the contribution error you wish to read - the row will turn dark blue as shown in the screenshot - and then click the DETAILS button displayed in the black menu bar at the bottom of the page.

### Did you know?

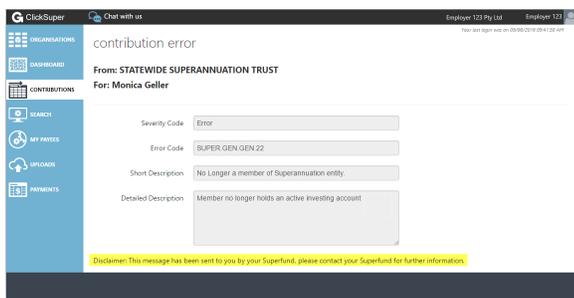
- It's easiest to access Contribution Errors from the [Dashboard](#) screen
- A Contribution Error does not necessarily mean that the contribution has been returned

On this page:



This will bring up the contribution error received from the superfund. The message has been sent from the superfund so client's will need to contact the superfund directly should they need more information about the message received.

*Please note: for self managed superannuation funds, any contribution errors received have been sent from their Electronic Service Address (ESA) provider and the SMSF should contact their ESA provider directly for more information.*



**Important Note**

ClickSuper cannot provide further information on contribution errors - please contact the receiving superannuation fund directly for more details.

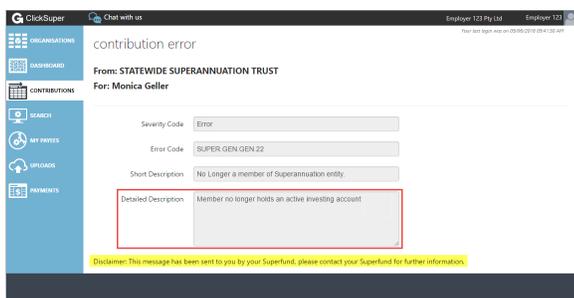
If you have multiple Contribution Errors to check, rather than go back to the Dashboard to follow the link each time, from the above page you can simply click on the 'Back' button in your browser to go back to the list of Contribution Errors in the [Contribution Manager](#).

## Understanding contribution errors:

Contribution errors are generated and provided by the superannuation fund that received a particular contribution. They are sent to ClickSuper in response to a contribution made via your organisation and are available to view via the website once received from the superannuation fund on behalf of an employer.

Contribution errors are provided in a standardised format, so all superannuation funds will use the same Error Codes and all Error Codes will have the same Short Description. You can view a list of [Standard Error Messages](#) below.

Where contribution errors will differ is in the Detailed Description field. Using the example in the image below, the superannuation fund has send and **Error Code**: SUPER.GEN.GEN.22 (standardised) with a **Short Description**: No Longer a member of Superannuation entity (standardised) and a **Detailed Description**: Member no longer holds an active investing account (message content and detail will vary from superfund to superfund).



Some funds may provide more details than others, for example, they may advise that the contribution has been returned. It is important to understand that ClickSuper are not the author of the message and cannot provide any further detail. If further detail is required, you will need to contact the fund directly.

## Definition of Standard Error Messages

The below table lists all error codes and their short description:

| Error Code       | Severity    | Short Description   |
|------------------|-------------|---|
| SUPER.GEN.GEN.1  | Error       | TFN quoted indicator does not match Entity ID scheme.   |
| SUPER.GEN.GEN.2  | Error       | Unique Superannuation Identifier {usi} not known to Superannuation entity ABN {abn}.  |
| SUPER.GEN.GEN.3  | Error       | Employer supplied Member ID used in Entity ID is not unique.  |
| SUPER.GEN.GEN.4  | Error       | Mandatory data element not supplied.  |
| SUPER.GEN.GEN.5  | Error       | Data element contained an unexpected value.   |
| SUPER.GEN.GEN.6  | Error       | Missing context declaration.  |
| SUPER.GEN.GEN.7  | Error       | Error Conditional data element rule failure.  |
| SUPER.GEN.GEN.8  | Error       | Tuple has too many occurrences for a context declaration.   |
| SUPER.GEN.GEN.9  | Warning     | TFN failed the TFN algorithm check.   |
| SUPER.GEN.GEN.10 | Error       | Too many instances of a context declaration.  |
| SUPER.GEN.GEN.11 | Error       | ABN {abn} not known to the Message Receiver.  |
| SUPER.GEN.GEN.12 | Error       | Payment Reference Number cannot be reconciled to a payment.   |
| SUPER.GEN.GEN.13 | Error       | Unknown Biller Code.  |
| SUPER.GEN.GEN.14 | Error       | Unknown Customer Reference Number.  |
| SUPER.GEN.GEN.15 | Error       | Bank State Branch {bsb} is invalid or not known.  |
| SUPER.GEN.GEN.16 | Error       | Account Number {acctno} is invalid or not known.  |
| SUPER.GEN.GEN.17 | Error       | Account Name {acctname} is invalid or not known.  |
| SUPER.GEN.GEN.20 | Error       | Unknown property within PartProperties.   |
| SUPER.GEN.GEN.21 | Error       | Member not found with supplied information.   |
| SUPER.GEN.GEN.22 | Error       | No Longer a member of Superannuation entity.  |
| SUPER.GEN.RLVR.1 | Error       | SuperannuationRollover.Requested.Amount MUST be provided if SuperannuationRollover.TransferWholeBalance.Indicator is "false". |
| SUPER.GEN.RLVR.2 | Information | Rollover Process successful.  |
| SUPER.GEN.RLVR.3 | Error       | ABN defined within the Member Rollover Transaction context was not defined within the Rollover Payment context.               |
| SUPER.GEN.RLVR.4 | Error       | Product ID defined within the Member Rollover Transaction context was not defined within the Rollover Payment context.        |

|                         |             |   |
|-------------------------|-------------|---|
| SUPER.GEN.<br>RLVR.5    | Error       | Rollover Process unsuccessful.  |
| SUPER.GEN.<br>RLVR.6    | Error       | Rollover could not be processed due to rules within Superannuation entity. Contact Superannuation entity for details. |
| SUPER.GEN.<br>RLVR.7    | Error       | Rollover could not be processed due to a pending claim.   |
| SUPER.GEN.<br>RLVR.9    | Error       | The account for the provided member identifier has been closed.   |
| SUPER.GEN.<br>CNTRBTN.1 | Information | Member registration request message was successfully processed.   |
| SUPER.GEN.<br>CNTRBTN.4 | Error       | Contributions cannot be accepted from this Contribution Provider.   |
| SUPER.GEN.<br>CNTRBTN.5 | Error       | Member TFN required for this Contribution.  |
| SUPER.GEN.<br>CNTRBTN.6 | Error       | Payment is less than what has been specified with Contribution Transaction Request Message.                           |
| SUPER.GEN.<br>CNTRBTN.7 | Information | Payment is more than what has been specified with Contribution Transaction Request Message.                           |
| SUPER.GEN.<br>CNTRBTN.8 | Error       | Eligibility issue preventing the contribution being processed. Contact Superannuation entity for details.             |