



# MLC EmployerPay

## Troubleshooting Guide

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# Introduction to the Troubleshooting guide

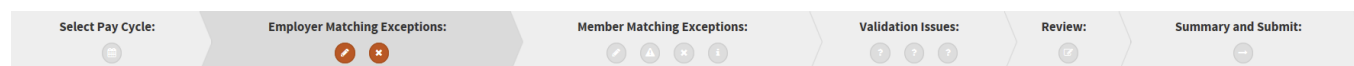
## Overview

### Using this guide

This troubleshooting guide will help you resolve any error messages while you're submitting your employees' super contributions.

Simple to use, the guide provides the specific error message you may get at each stage along the way submission process as well as notifications or emails you may receive post submission.

If there's a specific error message you're looking for in the guide, use the Find function, click Ctrl + F to take you straight to it. For example, if you enter MIG.J.Con.0016 you'll be taken to where MIG.J.Con.0016 is explained later in the document.



### MKBS Further help

If you are unable to find the answer in this guide, please contact your MKBS Client Services Representative or call us on 132 652.

# Select pay cycle exceptions

## Introduction

**NB:** This error will only occur when using the "Upload A File" submission process.

When you load a file from your payroll system, MLC EmployerPay will validate it to make sure it is in the right format. If there is an error with the file format, it will appear on the **Select Pay Cycle** screen.

## Recommendation

If you need to open files, it is best to open the file in a program like text pad or word pad to minimise errors which can occur when opening the CSV file in MS Excel.

## File loading issues

Follow this table to resolve issues.

Error message	Reason	Attempt the upload again after...
An error occurred while processing <filename>. Csv	<ul style="list-style-type: none"><li>Header wording may not match what is expected, or</li><li>there may be an unexpected number of header lines in the payroll file, or</li><li>extra blank rows are included in the payroll file</li></ul>	Checking if: <ul style="list-style-type: none"><li>the payroll format of the file has been changed, contact your MKBS Client Services representative as they may need to adjust MLC EmployerPay, or</li><li>there are extra blank rows in the file, remove them and re load the payroll file</li></ul>
Error: Please select one file for upload.	You may have clicked the upload Next button on the Select PayCycle tab without selecting a file to upload.	Selecting a file to upload
Invalid file format - <filename>	You may have attempted to upload a file that is not in .csv or .txt format	Selecting a file that is in .csv or .txt format
Upload Error: You do not have permission to upload a Contribution File	You may not have been assigned the appropriate permissions to upload a contribution file	Confirming you have clerical role access as only clerical users can upload a contribution file. Contact your administrator to: <ul style="list-style-type: none"><li>provide this role to your user id, or</li><li>request that another user with clerical role access processes this file.</li></ul>

# Employer matching exceptions

## Introduction

**NB:** This error will only occur when using the “Upload A File” submission process.

When you load a file from your payroll system, MLC EmployerPay will validate it to make sure the employer and ABN match those stored in MLC EmployerPay. When the ABN in the employer section of the file cannot be matched to an ABN on MLC EmployerPay this will trigger a validation condition. As a result, MLC EmployerPay will prompt you to “pick an employer from the list” or “auto create employer”.

**Do not** select ‘auto create employer’ if a new ABN needs to be added. Contact your MKBS Client Services representative to discuss the issue or for them to employ for you.

## Employer validation messages

Follow this table to resolve employer validation messages:

Error message	Reason	Attempt the upload again after...
No Employer Specified - Select the correct employer	Employer section is blank in the uploaded file	<ul style="list-style-type: none"><li>• <b>Option 1:</b> Fixing the payroll file to output relevant employer ABN</li><li>• <b>Option 2:</b> Selecting the ABN from the screen if one ABN applies to the whole payroll file. This option should not be selected if more than one ABN needs to be applied to various lines in the payroll file.</li></ul>
Incorrect ABN [<ABN>] - Select the correct employer	Employer section in the uploaded file contains an ABN that is not registered on the system	<p><b>For a new ABN</b></p> <p>Notify MKBS of any new ABN's before loading your payroll file and they will check if the current payroll format is appropriate to your new ABN. Once the ABN is added, the error should no longer occur.</p> <p><b>For an existing ABN</b></p> <p>Ensuring that the existing ABN has been correctly entered in the payroll system. Once the payroll system has been updated, re-run and load the payroll file.</p>
You are not authorised for Employer [<ABN>] - Select the correct employer	You may not be authorised to use employer in the file	<p>Requesting from your administrator that you have access to process the payroll file and your user ID is associated with the ABNs in this payroll file</p> <p>If you are not approved to process this payroll file, pass the file to a colleague with the correct system access</p>

# Member matching exceptions

## Introduction

**NB:** This error will only occur when using the "Upload A File" submission process.

## Changes to member details

MLC EmployerPay tries to match the member/employee details from the file with the information it already holds. If an employee's core details have changed, MLC EmployerPay will prompt a check of their details. These include:

- Member No
- TFN
- Surname
- DOB
- Payroll No
- Employment Status
- Benefit category

Super Fund validates what was last stored on MLC EmployerPay for:

- Fund ABN, and
- Fund USI

## What happens with variations

When variations are found, the system will request that you confirm these by prompting you to select "File" or "Database". If

- "File" is selected, the data in the file will replace the data in the MLC EmployerPay databases
- "Database" is selected, the changes in the file will be ignored

## Fund validation checks

MLC EmployerPay will check whether the APRA Fund or SMSF is a complying fund using the following fields within the file:

- Payee / receiver ABN
- USI
- Organisation name

Follow this table to resolve member matching exceptions.

Message	Reason	Attempt the upload again after...
More than one fund matched [<USI>] - Select the correct fund.	File contains correct payee ABN that is associated to multiple USI, but USI and/or Fund Name fields in the uploaded file are incorrect	<ul style="list-style-type: none"><li>• checking that the Superfund ABN, USI and name have been transposed correctly from the member's/employee's application form and making any necessary updates, and</li><li>• re-entering any other incorrect details, such as the Superfund details, into the payroll system and MLC EmployerPay.</li></ul> <p><b>Note:</b> If Superfund can still not be matched, remove the lines from the payroll file and contact the employee for the correct ABN, USI and name.</p>
No Fund Specified - Select the correct fund.	Uploaded file is missing Payee information	checking if: <ul style="list-style-type: none"><li>• the member/employee's Superfund election has been received and entering these details into the payroll system and MLC EmployerPay</li><li>• a member's/employee's Superfund election has been received and the details are correct, removing the line from MLC EmployerPay and contacting the employee if any are incorrect</li><li>• a member's/employee's election has not been received and the employer' default super fund has been nominated.</li></ul>

Message	Reason	Attempt the upload again after...
Unrecognised SMSF [<ABN>] - Select the correct fund.	File contains correct payee ABN that is associated to multiple USI, but USI and Fund Name fields in the uploaded file are blank	<p><b>For an SMSF</b></p> <ul style="list-style-type: none"> <li>checking that SMSF ABN, ESA, Account name, BSB and Account number have been transposed correctly from the member's/employee's application form and re-entering any details into both the payroll system and MLC EmployerPay if they were wrong.</li> <li>if the SMSF still can't be matched, remove the line/s from the payroll file and contact the employee for the correct details.</li> </ul> <p><b>For a Superfund</b></p> <ul style="list-style-type: none"> <li>checking that the Superfund ABN, USI and name have been transposed correctly from the member's/employee's application form and re-entering correctly any details into both the payroll system and MLC EmployerPay.</li> <li>if the Superfund still can't be matched, remove the lines from the payroll file and contact the employee for the correct ABN, USI and name.</li> </ul>
Fund with USI is blocked for new contributions	Superfund cannot accept contributions	<p>checking with the Employee that they are a current member of the fund.</p> <p>If so, contact MLC Employer pay support to get the fund unblocked for this member.</p> <p>If the employee is not a current member of this fund, remove the line from the payroll file and contact the employee for new Superfund details.</p>

Follow this table to resolve member verification issues.

Message	Reason	Attempt the upload again after...
Possible Employee Match Found	The member/employee has been matched with one already in the database, or the file contains multiple rows with matching key data.	<ul style="list-style-type: none"> <li>expanding the exception by clicking on the error—the Field variations will be highlighted.</li> <li>selecting the correct data by clicking on the circle to select “file” or “database”.</li> </ul>
Key Data Change - Accept the member change or create a new member.	<ul style="list-style-type: none"> <li>Some of the member/employee data provided in the file is different from the member information stored in the database, or</li> <li>the file contains multiple rows for the same member/employee with some of the member data different between the rows</li> </ul>	



# Data validation exceptions

## Introduction

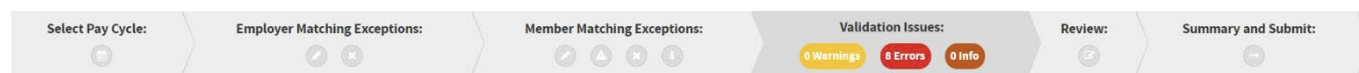
MLC EmployerPay validates your employee's data to make sure you have loaded the required information in the correct format. You will be prompted to correct the issues in the Validation Issues tab. There are three types of validation issues.

- **Warnings** – May be ignored, but should be checked for updates back into the originating payroll system
- **Errors** – Must be fixed as a submission cannot be submitted while Errors remain, and
- **Information** – should be checked for updates back into the originating payroll system

You may use either the Validation Issues or Review Tabs to correct validation exceptions:

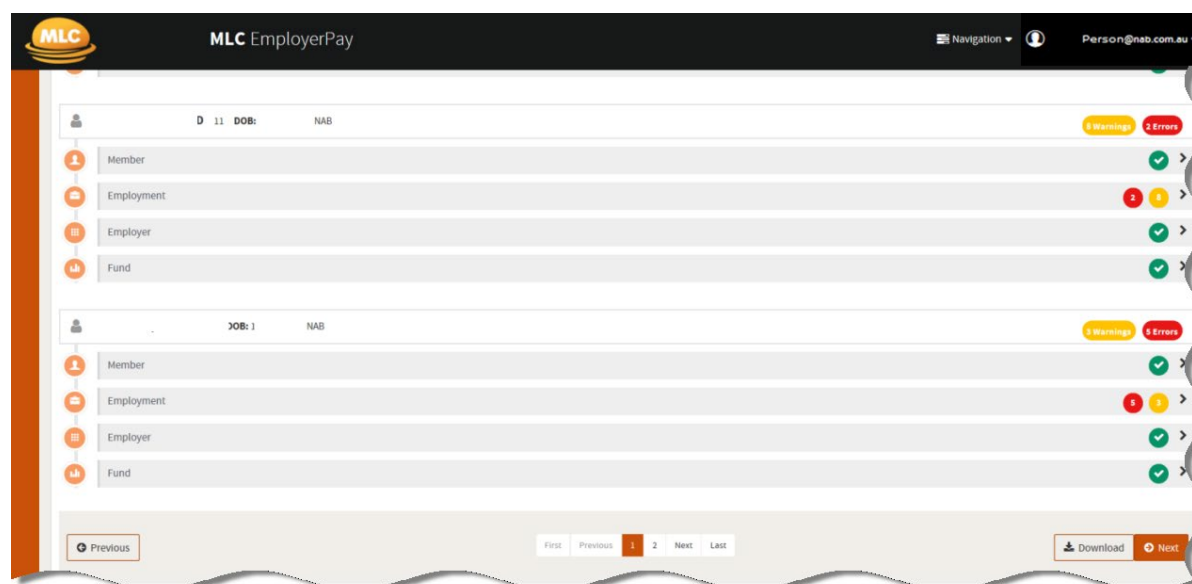
## Validation tab example

Here is an example of the Validation issues tab indicating issues to be resolved.

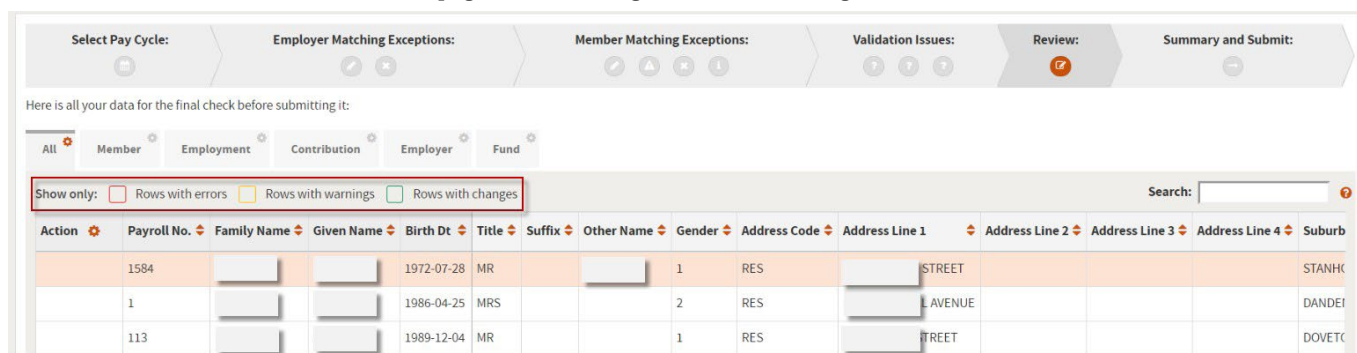


## These issues may be resolved by clicking on the:

- Drop Down Arrow highlighting the Error to expand the details of the error for each member in the Validation Issues tab



-  button at the bottom of the page to work through the issues in the “grid”



The review screen “grid” opens and you can see each error as the item will have a red box around the validation issue.

## Troubleshooting errors

### Age restriction errors

Existing super rules mean that an employee's age can either restrict the type of super contribution being made on their behalf, or prevent them being made entirely. If your employee is aged within these restrictions, the following error messages will be generated.

Error code	If at the Pay Period Start Date a member is aged...	Contributions cannot be accepted...	Correct by...
<ul style="list-style-type: none"> <li>MIG.J.Con.0016</li> <li>MIG.J.Con.0017</li> <li>MIG.J.Con.0018</li> <li>MIG.J.Con.0019</li> <li>MIG.J.Con.0020</li> </ul>	75 or older	once the member turns 75 for: <ul style="list-style-type: none"> <li>Third-Party</li> <li>Salary Sacrifice</li> <li>Spouse</li> <li>Voluntary</li> </ul>	checking, and updating, the member's/ employee's date of birth or contribution details, or • removing the contributions from the file and contacting your MKBS Customer Service representative
MIG.J.MEM.0010	under 14 years	<ul style="list-style-type: none"> <li>for someone under 14</li> </ul>	

## Bank or fund account errors

Bank account errors occur when the names or account numbers are misspelt or are in the wrong format.

Error code	Error message	Reason	Correct by...
MIG.R.PYR.0003	The Employer Bank Account Name must contain alphabetic characters, numbers, apostrophe, hyphen, ampersand or space and must be between 1 and 100 characters in length.	Incorrect format	re-entering the name in the correct format
MIG.R.PYR.0002	The Employer Bank Account Number must contain numbers only and a maximum of 9 digits.	Incorrect format	re-entering the number in the correct format
MIG.R.PYR.0001	The Employer Bank BSB Number must be in the format 999999.	Incorrect format	re-entering a 6-digit number BSB
MIG.J.PYE.0009	The Fund Account Name must be supplied for a Direct Credit payment.	Missing name	re-entering the Fund Account Name up to a length of 32 letters and numbers
MIG.R.PYE.0010	The Fund Account Number must be digits only.	Incorrect format	entering a 9-digit number Fund account
MIG.J.PYE.0008	The Fund Account Number must be supplied for a Direct Credit payment.	Missing number	entering the Fund Account Number
MIG.R.PYE.0007	The Fund BPAY Biller Code must be digits only.	Incorrect format	re-entering the code in the correct format
MIG.R.PYE.0009	The Fund BSB Number must be in the format 999999.	Incorrect format	re-entering a 6-digit number BSB
MIG.J.PYE.0006	The Fund BSB must be supplied for a Direct Credit payment.	Missing number	entering the Fund BSB number up to six digits
MIG.PYE.0002	The Fund Payment Method must be "DirectDebit" or "DirectCredit".	Missing method	Enter "DirectDebit" or "DirectCredit".
SMSF.E1	The ABN must be eleven digits in length	Incorrect format or missing number	entering the ABN
SMSF.E4	The SMSF Bank BSB Number must be 6 digits long.	Incorrect format or missing number	entering the SMSF Bank BSB Number
SMSF.E5	The SMSF Bank Account Name must contain alphabetic characters, numbers, apostrophe, hyphen or space and must be between 1 and 32 characters in length.	Incorrect format or missing name	entering the SMSF Bank Account Name
SMSF.E6	The SMSF Bank Account Number must be provided and be a maximum of 9 digits.	Incorrect format or missing number	entering the SMSF Bank Account Number

## Contribution errors

Contribution errors occur when there are data formatting issues

Error code	Error message	One of these contribution amounts is incorrectly formatted...	Correct by...
<ul style="list-style-type: none"> <li>• MIG.R.Con.0004</li> <li>• MIG.R.Con.0009</li> <li>• MIG.R.Con.0010</li> <li>• MIG.R.Con.0005</li> <li>• MIG.R.Con.0006</li> <li>• MIG.R.Con.0008</li> <li>• MIG.R.Con.0003</li> <li>• MIG.R.Con.0007</li> </ul>	The amount must be numeric, not contain commas and have a maximum of two decimal places. Negative amounts are not accepted.	<ul style="list-style-type: none"> <li>• Award or Productivity</li> <li>• Child</li> <li>• Other Third Party</li> <li>• Personal</li> <li>• Salary Sacrifice</li> <li>• Spouse</li> <li>• Superannuation Guarantee</li> <li>• Voluntary</li> </ul>	ensuring the amount: <ul style="list-style-type: none"> <li>• is numeric</li> <li>• has only an 8-digit number and 2 decimal places, and</li> <li>• does not contain a comma or a negative.</li> </ul>
<ul style="list-style-type: none"> <li>• MIG.R.Dbc.0003</li> <li>• MIG.R.Dbc.0002</li> <li>• MIG.R.Dbc.0001</li> <li>• MIG.R.Dbc.0006</li> <li>• MIG.R.Dbc.0005</li> <li>• MIG.R.Dbc.0004</li> </ul>	The Defined Benefit Contribution must be populated with a number	<ul style="list-style-type: none"> <li>• Employer</li> <li>• Member Post-Tax</li> <li>• Member Pre-Tax</li> <li>• Notional Employer</li> <li>• Notional Member Post-Tax</li> <li>• Notional Member Pre-Tax</li> </ul>	ensuring the amount: <ul style="list-style-type: none"> <li>• is numeric</li> <li>• has only an 8-digit number and 2 decimal places, and</li> <li>• does not contain a comma or a negative.</li> </ul>

## Date errors

Invalid date errors occur when start and end dates are illogical, that is the end date is before the start date, or if the effective date would break a rule of the fund Dates must also be entered in the correct format.

Error code	Error message	for one of these dates...	Correct by...
<ul style="list-style-type: none"> <li>MIG.R.Dbr.0029</li> <li>MIG.R.Dbr.0028</li> <li>MIG.R.Dbr.0012</li> <li>MIG.R.Dbr.0011</li> <li>MIG.R.Dbr.0015</li> <li>MIG.R.Dbr.0014</li> <li>MIG.R.Dbr.0018</li> <li>MIG.R.Dbr.0017</li> <li>MIG.R.Dbr.0021</li> <li>MIG.R.Dbr.0020</li> <li>MIG.R.Dbr.0024</li> <li>MIG.R.Dbr.0023</li> <li>MIG.R.Dbr.0006</li> <li>MIG.R.Dbr.0005</li> <li>MIG.R.Dbr.0009</li> <li>MIG.R.Dbr.0008</li> <li>MIG.R.Dbr.0031</li> <li>MIG.R.Dbr.0034</li> <li>MIG.R.Dbr.0033</li> <li>MIG.R.Dbr.0030</li> <li>MIG.R.Dbr.0027</li> <li>MIG.R.Dbr.0026</li> </ul>	The date is not valid	<ul style="list-style-type: none"> <li>Annual Salary for Benefits</li> <li>Annual Salary for Insurance</li> <li>Defined Benefit Annual Salary 1 End Date</li> <li>Defined Benefit Annual Salary 1 Start Date</li> <li>Defined Benefit Annual Salary 2 End Date</li> <li>Defined Benefit Annual Salary 2 Start Date</li> <li>Defined Benefit Annual Salary 3 End Date</li> <li>Defined Benefit Annual Salary 3 Start Date</li> <li>Defined Benefit Annual Salary 4 End Date</li> <li>Defined Benefit Annual Salary 4 Start Date</li> <li>Defined Benefit Annual Salary 5 End Date</li> <li>Defined Benefit Annual Salary 5 Start Date</li> <li>Defined Benefit Employer Rate End Date</li> <li>Defined Benefit Employer Rate Start Date</li> <li>Defined Benefit Member Rate End Date</li> <li>Defined Benefit Member Rate Start Date</li> <li>Employee Benefit Category Effective Date</li> <li>Employee Location Identifier End Date</li> <li>Employee Location Identifier Start Date</li> <li>Employee Status Effective Date</li> <li>Leave Without Pay Code End Date</li> <li>Leave Without Pay Code Start Date</li> </ul>	verifying and re-entering the date in one of the following formats: <ul style="list-style-type: none"> <li>yyyy-MM-dd</li> <li>dd/MM/yyyy</li> <li>MM-dd-yyyy</li> <li>dd MM yyyy</li> <li>dd.MM/yyyy</li> <li>yyyy.MM.dd</li> <li>yyyy-MM-dd</li> </ul>
<ul style="list-style-type: none"> <li>MIG.R.Mem.0016</li> <li>MIG.R.Mem.0031</li> </ul>	The <b>Member</b> date must be formatted correctly	<ul style="list-style-type: none"> <li>Birth Date must be a valid date</li> <li>Employment End Date must be a valid date</li> </ul>	
<ul style="list-style-type: none"> <li>MIG.R.Mrg.0005</li> <li>MIG.R.Mrg.0004</li> <li>MIG.R.Mrg.0001</li> <li>MIG.R.Mrg.0011</li> <li>MIG.R.Mrg.0015</li> <li>MIG.R.Mrg.0014</li> </ul>	For the Member, the <b>Registration</b> Effective Date is not valid	<ul style="list-style-type: none"> <li>Annual Salary for Contributions End Date</li> <li>Annual Salary for Contributions Start Date</li> <li>Employment Start Date</li> <li>Fund Registration Date</li> <li>Super Contribution Cease Date</li> <li>Super Contribution Commence Date</li> </ul>	

## Employer data errors

Employer data errors occur when there are formatting or information errors.

Error code	Error message	Reason	Correct by...
MIG.R.Emp.0001	The <b>Employer ABN</b> must: <ul style="list-style-type: none"><li>• be 11 digits in length, and</li><li>• pass the ATO ABN algorithm check</li></ul>	Invalid ABN	checking and re-entering the ABN as a number up to 11 digits.
MIG.R.Emp.0002	The <b>Employer Location ID</b> : <ul style="list-style-type: none"><li>• must contain alphabetic or numeric characters, and</li><li>• can be up to 20 characters in length.</li></ul>	May have too many characters	checking and re-entering the Location ID
MIG.R.Emp.0003	The <b>Employer Organisational Name</b> must: <ul style="list-style-type: none"><li>• contain alphabetic characters, numbers, apostrophe, hyphen or space, and</li><li>• be between 1 and 200 characters in length.</li></ul>	These rules have been broken	checking and re-entering the Organisational Name.
MIG.R.Emp.0004	The Fund Employer Number (FEN) must contain alphabetic or numeric characters, up to 12 characters in length.	The FEN / Super fund generated employer id in the file does not exist for this ABN.	correcting the FEN in the payroll system and on the MLC EmployerPay grid. <b>Note:</b> If you're not certain what FEN to provide, please contact your MKBS Customer Service representative. FENs are also referred to as "Superfund Generated Employer id's"

## Fund data errors

When a payroll file is loaded, MLC EmployerPay will call the fund or SMSF validation service to confirm compliance and validity. Inability to match to compliant or valid Funds/SMSF details will result in the following errors. Formatting issues can also cause errors.

Error code	Error message	Reason	Correct by...
MIG.R.PYE.0001	The <b>Fund ABN</b> must pass the ATO ABN algorithm check	Invalid ABN	<ul style="list-style-type: none"> <li>updating any details incorrectly entered in the payroll system and MLC EmployerPay grid</li> <li>contacting the member/ employee for: <ul style="list-style-type: none"> <li>updated details if they have provided incorrect information, and</li> <li>removing the contribution line from the MLC EmployerPay grid</li> </ul> </li> </ul>
MIG.R.PYE.0003	The <b>Fund Organisational Name</b> must: <ul style="list-style-type: none"> <li>contain alphabetic characters, numbers, apostrophe, hyphen or space, and</li> <li>be between 1 and 200 characters.</li> </ul>	The format rules have been broken	
MIG.R.PYE.0010	Either the Fund ABN or the Fund USI must be supplied	Missing data	
SMSF.E2	The SMSF Electronic Service Address (ESA) cannot be blank	Missing data	
MIG.R.PYE.0004	The Fund Target Electronic Service Address must be between 1 and 250 characters.	Format error	<ul style="list-style-type: none"> <li>removing the contribution from the file, and</li> <li>advising the member/ employee that the SMSF is not compliant and that must have a compliant Superfund</li> </ul>
MIG.R.PYE.0011	The SMSF must be Compliant	Non-compliant Self-Managed Super Fund	
MIG.R.PYE.0015	<ul style="list-style-type: none"> <li>You cannot submit to the ATO.</li> <li>An ATO USI has been captured incorrectly</li> <li>Only Superannuation Funds can submit data to the ATO</li> </ul>	ATO ABN entered. ATO cannot receive contributions through SuperStream,	<ul style="list-style-type: none"> <li>removing and submitting to the ATO using an approved method, and</li> <li>if the ABN was entered in error, entering a Fund ABN and re submit.</li> </ul>

## Member data errors

These errors occur when there are formatting or information errors and generally include within the message the formatting rules to follow to make the necessary correction.

### Defined Benefit Contribution errors

Error code	Error message	Reason	Correct by...
MIG.R.Dbc.0015	The Actual Hours Paid must be in the format 999.99.	Format error	verifying hours and entering as 3 numbers and 2 decimals
MIG.R.Dbc.0008	The Actual Periodic Salary or Wages Earned must be populated with a number, with format 999.99.	Format error	verifying and re-entering the salary/ wages as an amount up to 8 numbers and 2 decimals

Error code	Error message	Reason	Correct by...
MIG.R.Dbc.0014	The Contracted Hours must be in the format 999.99.	Format error	verifying and re-entering the contracted hours up to 3 numbers and 2 decimals
MIG.R.Dbc.0016	The Employee Location Identifier, if entered, must be alphabetic or numeric characters, and must be between 1 and 20 characters in length.	Data/format error	<ul style="list-style-type: none"> <li>entering the correct location up to 20 characters, or</li> <li>leaving the Employee Location Identifier blank</li> </ul>
MIG.R.Dbc.0013	The Full Time Hours must be in the format 999.99	Format error	verifying and re-entering the Full Time Hours
MIG.R.Dbc.0010	The Notional Superannuable Allowances must be populated with a number, with format 999.99.	Format error	verifying and re-entering the Notional Superannuable Allowances as an amount up to 8 numbers and 2 decimals
MIG.R.Dbc.0007	The Ordinary Time Earnings must be populated with a number, with format 999.99	Format error	verifying and re-entering the Ordinary Time Earnings up to 8 numbers and 2 decimals
MIG.R.Dbc.0011	The Service Fraction must be between 0 and 1, with a maximum of 5 decimal places	Format error	verifying and re-entering the Service Fraction in the correct format
MIG.R.Dbc.0012	The Service Fraction Effective Date is not valid	Format error	verifying and re-entering the Service Fraction Effective Date in one of the following formats: <ul style="list-style-type: none"> <li>yyyy-MM-dd</li> <li>dd/MM/yyyy</li> <li>MM-dd-yyyy</li> <li>dd MM yyyy</li> <li>dd.MM.yyyy</li> <li>yyyy.MM.dd</li> <li>yyyy-MM-dd</li> </ul>
MIG.R.Dbc.0009	The Superannuable Allowances Paid must be populated with a number, with format 999.99.	Format error	verifying and re-entering the Superannuable Allowances Paid up to 8 numbers and 2 decimals
<ul style="list-style-type: none"> <li>MIG.R.Dbc.0010</li> <li>MIG.R.Dbc.0013</li> <li>MIG.R.Dbc.0016</li> <li>MIG.R.Dbc.0019</li> <li>MIG.R.Dbc.0022</li> </ul>	The Registration Defined Benefit is not valid: <ul style="list-style-type: none"> <li>Annual Salary 1</li> <li>Annual Salary 2</li> <li>Annual Salary 3</li> <li>Annual Salary 4</li> <li>Annual Salary 5</li> </ul>	Format error	re-entering salary as a number, up to 8 numbers and 2 decimals



Error code	Error message	Reason	Correct by...
MIG.R.Dbc.0004	The Registration Employer Rate must be in the format 0.99999.	Format error	correcting and re-entering the Registration Employer Rate up to 3 numbers and 2 decimals
MIG.R.Dbc.0007	The Registration Member Rate must be in the format 0.99999.	Format error	correcting and re-entering the Registration Member Rate up to 3 numbers and 2 decimals
MIG.R.Dbc.0032	The Registration Employee Location Identifier, if entered, must be alphabetic or numeric characters, and must be between 1 and 20 characters in length.	Format error	correcting format or leaving blank
MIG.R.Dbc.0025	<p>The Registration Leave Without Pay Code should be:</p> <ol style="list-style-type: none"> <li>1. Sick/Carer's/Personal</li> <li>2. Maternity/Paternity (Paid)</li> <li>3. Maternity/Paternity (Unpaid)</li> <li>4. Compassionate/Bereavement</li> <li>5. Misc (Paid)</li> <li>6. Misc (Unpaid).</li> </ol>	Format error	entering the correct code (1 – 6)
MIG.R.Dbc.0003	The Registration Service Fraction End Date is not valid.	Format error	<p>verifying and re-entering the Service Fraction End or Start Date in one of the following formats:</p> <ul style="list-style-type: none"> <li>• yyyy-MM-dd</li> <li>• dd/MM/yyyy</li> <li>• MM-dd-yyyy</li> <li>• dd MM yyyy</li> <li>• dd.MM/yyyy</li> <li>• yyyy.MM.dd</li> <li>• yyyy-MM-dd</li> </ul>
MIG.R.Dbc.0002	The Registration Service Fraction Start Date is not valid.	Format error	

## Member employment data errors

Error code	Error message	Reason	Correct by...
MLC.J.Mrg.0001	Date Joined Employer must be provided. (MLC.J.Mrg.0001)	Incomplete data	Enter the correct date
MLC.J.Mrg.0002	Date Joined Employer cannot be in the future. (MLC.J.Mrg.0002)	Incomplete data	Enter the correct date
MLC.J.Mrg.0003	Date Joined Plan must be provided. (MLC.J.Mrg.0003)	Incomplete data	Enter the correct date
MIG.J.Mrg.0004	Date Joined Plan cannot be in the future. (MIG.J.Mrg.0004)	Incomplete data	Enter the correct date
MLC.J.Mrg.0004	Date Joined Plan cannot be prior to Date Joined Employer. (MLC.J.Mrg.0004)	Incomplete data	Enter the correct date
MLC.J.Mrg.0005	The Members Collar Type must be supplied. (MLC.J.Mrg.0005)	Incomplete data	Enter the collar type. Valid codes are: White Collar, Light Blue Collar, Blue Collar, Heavy Blue Collar, Professional, Special Risk
MIG.J.Mrg.0012	Employment Status must be Full Time, Part Time, Contractor or Casual. (MIG.J.Mrg.0012)	Incomplete data	Enter employment status as either Full Time, Part Time, Contractor or Casual
MLC.J.Mrg.0006	Salary must be provided where Employment Status is Full Time or Part Time. (MLC.J.Mrg.0006)	Incomplete data	Provide salary details.
MLC.J.Mrg.0007	Weekly Hours work must be provided where Employment Status is Part Time. (MLC.J.Mrg.0007)	Incomplete data	Enter requested information
MLC.J.Mrg.0008	At Work Indicator must be supplied. (MLC.J.Mrg.0008)	Incomplete data	Tick the box if the employee is currently working (or has worked in the past 12 months)
MIG.R.Mem.0013	The Member Employment End Date must be later than the Member Registration Employment Start Date.	Incomplete data	verifying and re-entering the Member Employment End Date

## Member registration errors

Error code	Error message	Reason	Correct by...
MIG.R.Mrg.0002	The Member Registration Annual Salary for Benefits Amount must be populated with a number, with a maximum of two decimal places.	Missing data	verifying and re-entering the Member Registration Annual Salary for Benefits Amount, up to 8 numbers and 2 decimals
MIG.R.Mrg.0003	The Member Registration Annual Salary for Contributions Amount must be populated with a number, with a maximum of two decimal places.	Missing data	verifying and re-entering the Member Registration Annual Salary for Contributions Amount, up to 8 numbers and 2 decimals
MIG.R.Mrg.0006	The Member Registration Annual Salary for Insurance Amount must be populated with a number, with a maximum of two decimal places.	Missing data	verifying and re-entering the Member Registration Annual Salary for Insurance Amount, up to 8 numbers and 2 decimals
MIG.R.Mrg.0009	The Member's at Work indicator, if entered, must be either "true" or "false".	Format	update the details in line with the format rules
MIG.R.Mrg.0012	The Member Registration Benefit Category Text must: <ul style="list-style-type: none"> <li>contain alphabetic characters, numbers ".", and "-", and</li> <li>be no more than 30 characters in length.</li> </ul>	Data/format error	update the details in line with the format rules
MIG.R.Mrg.0013	The Member Registration Employment Status Code, if supplied, must be: <ul style="list-style-type: none"> <li>"Casual"</li> <li>"Contractor"</li> <li>"Full time", or</li> <li>"Part time".</li> </ul>	Data/format error	re-entering the Member Registration Employment Status Code in line with the format rules
MIG.R.Mrg.0010	The Member Registration Insurance Opt Out Indicator, if entered, must be either: <ul style="list-style-type: none"> <li>"true", or</li> <li>"false".</li> </ul>	Format	update the details in line with the format rules
MIG.R.Mrg.0016	The Member Registration Amendment Reason, if supplied, must contain alphabetic characters only, and must be no more than 30 characters in length.	Format	update the details in line with the format rules
MIG.R.Mrg.0008	The Member Registration Occupation Description must contain alphabetic characters and numbers only, and must be no more than 50 characters in length.	Data/format error	re-entering the Member Registration Occupation Description in line with the format rules

Error code	Error message	Reason	Correct by...
MIG.R.Mrg.0007	The Member Registration Weekly Hours Worked Number must be in the format 999.99.	Data/format error	re-entering the Member Registration Weekly Hours Worked, up to a maximum of 3 numbers and 2 decimals
MIG.J.Mrg.0012	If provided, the Employment Status must be: <ul style="list-style-type: none"> <li>• Full Time</li> <li>• Part Time</li> <li>• Contractor, or</li> <li>• Casual.</li> </ul>	Format	<ul style="list-style-type: none"> <li>• selecting a valid status, or</li> <li>• removing the invalid status</li> </ul>
MIG.J.Mrg.0004	The Member Fund Registration Date, if supplied, cannot be in the future	Data error	Correcting the registration date on the grid or, if the registration date is in the future, contact your MKBS Customer Service representative.

### Member resignation errors

Error code	Error message	Reason	Correct by...
MLC.J.Memr.1	When Employment End Date is provided, Employment End Reason should also be provided.	Missing data	entering a reason for the member's/ employee's end of employment. For example, "resignation"
MLC.J.Memr.3	Employment Status Code must be valid.	Format	Correcting the Employment status to: <ul style="list-style-type: none"> <li>• Full time</li> <li>• Part time</li> <li>• Casual, or</li> <li>• Contractor</li> </ul>
MLC.J.Mem.0001	When Exit Date is provided, a valid Exit Reason must also be provided.	Incomplete data	entering a valid exit reason. Valid Exit Reasons include: LFT (Left Employment)
MLC.J.Mem.0002	If provided, Exit Reason must be a valid value.	Data/format error	entering a valid exit reason. Valid Exit Reasons include: LFT (Left Employment)
MIG.J.Mem.0018	When Employment End Reason is provided, Employment End Date should also be provided.	Missing data	entering an exit date. yyyy/mm/dd
MIG.J.Mem.0013	The Exit Date must be later than the Date Joined Employer	Data/format error	re-entering a post joined date. yyyy/mm/dd
MLC.J.Mem.0003	The Exit Date cannot be in the future	Data/format error	re-entering the date that is not in the future. yyyy/mm/dd

## Defined benefit errors

Error code	Error message	Reason	Correct by...
MLC.J.DB.001	Annual Salary for Benefits Amount must be provided when Annual Salary for Benefits Effective Date is provided.	Missing data	<ul style="list-style-type: none"> <li>entering an Annual Salary for Benefits Amount, or</li> <li>removing the date if the date was provided in error</li> </ul>
MLC.J.DB.002	Annual Salary for Contributions Amount must be provided when Annual Salary for Contributions Effective Date is provided.	Missing data	<ul style="list-style-type: none"> <li>entering an Annual Salary for Contribution amount or</li> <li>removing the date if the date was provided in error</li> </ul>
MLC.J.DB.003	Annual Salary for Contributions Start Date cannot be before Date Joined Company.	Data/format error	re-entering the correct Annual Salary for Contributions Start Date
MLC.J.DB.004	Annual Salary for Contributions Start Date should only be provided if Annual Salary for Contributions Amount is provided.	Missing data	entering an Annual Salary for contribution start date
MLC.J.DB.008	If Annual Salary for Insurance Effective Date is provided, then Annual Salary for Insurance Amount must be provided.	Missing data	<ul style="list-style-type: none"> <li>entering the Annual salary for Insurance amount, or</li> <li>removing the date if the date was provided in error</li> </ul>
MLC.J.DB.009	If Benefit Category Effective Date is provided then Benefit Category Text must be provided.	Missing data	<ul style="list-style-type: none"> <li>entering Benefit Category text, or</li> <li>removing the date if the date was provided in error</li> </ul>
MLC.J.DB.036	Leave without pay code must be valid value	Data/format error	entering the Registration Leave Without Pay Code as one of these: <ol style="list-style-type: none"> <li>1. Sick/Carer's/Personal</li> <li>2. Maternity/Paternity (Paid)</li> <li>3. Maternity/Paternity (Unpaid)</li> <li>4. Compassionate/Bereavement</li> <li>5. Misc (Paid)</li> <li>6. Misc (Unpaid).</li> </ol>

## Member personal detail errors

These errors occur when there are formatting or information errors and generally include within the message the formatting rules to follow to make the necessary correction.

Error code	Error message	Reason	Correct by...
<ul style="list-style-type: none"> <li>MIG.R.Mem.0019</li> <li>MIG.R.Mem.0023</li> </ul>	The Member's Address Line 1 must contain alphabetic characters, numbers, apostrophe, hyphen, space, () or / and must be between 1 and 50 characters in length. If the member address is not known then enter Unknown.	Missing data/format error	<ul style="list-style-type: none"> <li>re-entering the address details in the required format, or</li> <li>if the address is not known, enter Unknown.</li> </ul>
MIG.R.Mem.0020	The Member's Address Line 2, if entered, must contain alphabetic characters, numbers, apostrophe, hyphen, space, () or / and must be between 1 and 50 characters in length.	Missing data/format error	<ul style="list-style-type: none"> <li>completing the address details in the required format, or</li> <li>leaving blank</li> </ul>
MIG.R.Mem.0021	The Member's Address Line 3, if entered, must contain alphabetic characters, numbers, apostrophe, hyphen, space, () or / and must be between 1 and 50 characters in length.	Missing data/format error	<ul style="list-style-type: none"> <li>completing the address details in the required format, or</li> <li>leaving blank</li> </ul>
MIG.R.Mem.0022	The Member's Address Line 4, if entered, must contain alphabetic characters, numbers, apostrophe, hyphen, space, () or / and must be between 1 and 50 characters in length.	Missing data/format error	<ul style="list-style-type: none"> <li>completing the address details in the required format, or</li> <li>leaving blank</li> </ul>
MIG.R.Mem.0018	The Member's Address Code must be either RES (Residential address) or POS (Postal or correspondence address).	Missing data/format error	entering either: <ul style="list-style-type: none"> <li>RES, or</li> <li>POS</li> </ul>
MIG.R.Mem.0026	The Country Code must be valid. If the member address is in Australia, enter AU.	Missing data/format error	entering either AU for Australian addresses or the applicable Country code for addresses outside Australia (see Appendix 1: Country Codes at the end of this guide)
MIG.R.Mem.0017	The Member's E-mail Address, if entered, must be a valid format	Format error	<ul style="list-style-type: none"> <li>checking and re-entering a valid email address, or</li> <li>removing the details if the email address is not known</li> </ul>
<ul style="list-style-type: none"> <li>MIG.R.Mem.0005</li> <li>MIG.R.Mem.0009</li> <li>MIG.R.Mem.0012</li> </ul>	The Member Given Name, Other Given Name (optional) and Family Name must: <ul style="list-style-type: none"> <li>contain alphabetic characters, apostrophe, brackets, hyphen or space, and</li> <li>be between 1 and 40 characters in length.</li> </ul>	Missing data/format error	re-entering the name in the required format  <b>Note:</b> If the member/employee has only one name, then enter it in Member Family Name and enter NOT APPLICABLE in Member Given Name.
<ul style="list-style-type: none"> <li>MIG.R.Mem.0006</li> <li>MIG.R.Mem.0010</li> <li>MIG.R.Mem.0013</li> </ul>	In the Member Given Name, Other Given Name (optional) and Family Name multi-word names must be separated by a single space.	Format error	re-entering the name in the required format

Error code	Error message	Reason	Correct by...
MIG.R.Mem.0007	In the member Family Name, you cannot enter a space after "Mc" or "Mac".	Format error	verifying and re-entering the name in the required format, without spaces
<ul style="list-style-type: none"> <li>MIG.R.Mem.0008</li> <li>MIG.R.Mem.0011</li> <li>MIG.R.Mem.0014</li> </ul>	In the Member Given Name, Other Given Name (optional) and Family Name, you cannot enter a space before or after a hyphen	Format error	verifying and re-entering the name in the required format, without spaces
MIG.R.Mem.0029	The Member Client Identifier must contain alphabetic characters and numbers only, and be no more than 16 characters in length.	Format error	re-entering the Member Client Identifier in the required format, without spaces
MIG.R.Mem.0030	The Payroll Number Identifier may contain alphabetic characters, numbers, dash, underscore, brackets, forward slash and backward slash and be no more than 20 characters in length	Format error	re-entering the Payroll Number Identifier in the required format
MIG.J.Mem.0043	<p>The Member Suffix provided must be a valid in line with Australian Standard 4590.</p> <p>Accepted values are: II, III, IV, AC, CH, ESQ, JNR, MHA, MLC, MP, SNR, BM, BEM, COMDC, CV, DFM, DSC, DSM, GC, KB, KCMG, DCMG, KCB, DCB, KBE, DBE, KCVO, DCVO, AK, AD, KG, KT, OAM, MHR, MLA, AM, MBE, MC, OC, AO, OBE, OM, QC, SC and VC.</p>	Missing data/format error	re-entering the Member Suffix to the name in the required format
MIG.R.Mem.0024	The Member's Postcode, if entered, must be four digits	Missing data/format error	entering a valid postcode
MIG.J.Mem.0005	When the Country Code is AU then the Member's Postcode must be supplied.	Missing data/format error	entering a valid postcode
MIG.J.Mem.0007	<p>The Member's Postcode, if entered, must be:</p> <ul style="list-style-type: none"> <li>0200 to 0299, 0800 to 7499 or 7800 to 9799; or</li> <li>0000 if no address is available for the member.</li> </ul>	Missing data/format error	<p>entering a valid postcode</p> <p><b>Note:</b> If postcode is only 3 digits, place a '0' at the front of the postcode.</p>
MIG.R.Mem.0015	<p>The Member Sex code must be:</p> <ul style="list-style-type: none"> <li>1 (Male)</li> <li>2 (Female)</li> <li>3 (Intersex or Indeterminate), or</li> <li>0 (Not stated or inadequately described).</li> </ul>	Missing data/format error	<p>entering one of the valid codes:</p> <ul style="list-style-type: none"> <li>1 (Male)</li> <li>2 (Female)</li> <li>3 (Intersex or Indeterminate), or</li> <li>0 (Not stated or inadequately described)</li> </ul>

Error code	Error message	Reason	Correct by...
MIG.J.Mem.0003	When the Country Code is AU then the Member's State or Territory must be supplied.	Missing data/format error	entering a state or territory: <ul style="list-style-type: none"> <li>• NSW</li> <li>• QLD</li> <li>• SA</li> <li>• TAS</li> <li>• Vic</li> <li>• WA</li> <li>• ACT</li> <li>• NT</li> </ul> <b>Note:</b> Use ACT if the state is unknown.
MIG.R.Mem.0027	The Member Landline Number must be numbers only, and be between 4 and 16 numbers in length.	Missing data/format error	re-entering the member's landline number in the required format
MIG.R.Mem.0028	The Member Mobile Number must be 10 numbers	Missing data/format error	re-entering the member's mobile number in the required format
MIG.R.Mem.0001 MIG.J.Mem.0001	The <b>Member TFN</b> must: <ul style="list-style-type: none"> <li>• be nine digits in length</li> <li>• pass the ATO TFN algorithm check, and</li> <li>• cannot be a TFN exemption code</li> </ul>	Missing data/format error	re-entering the member's TFN in the required format
MIG.R.Sdr.0002	The Employer E-mail Address must be entered, and must be a valid format.	Data/format error	re-entering the employer's email address in the required format
MIG.R.Sdr.0001	The Employer Phone Number must be numbers only and must be no more than 16 numbers in length.	Data/format error	re-entering the employer's phone number in the required format



## Pay period errors

Pay period errors occur when there are formatting or information errors and generally include within the message the formatting rules to follow to make the necessary correction.

Error code	Error message	Reason	Correct by...
MIG.R.Con.0002	The Contributions Pay Period End Date must be a valid date in the format yyyy-mm-dd.	Missing data/format error	Entering the Contributions Pay Period End Date in one of these formats: <ul style="list-style-type: none"> <li>• yyyy-MM-dd</li> <li>• dd/MM/yyyy</li> <li>• MM-dd-yyyy</li> <li>• dd MM yyyy</li> <li>• dd.MM/yyyy</li> <li>• yyyy.MM.dd</li> <li>• yyyy-MM-dd</li> </ul>
MIG.J.Con.0013	The Pay Period End Date must be entered.	Missing data/format error	Entering the Pay Period End Date
MIG.J.Con.0001	The Pay Period End Date must be later than the Pay Period Start Date.	Data/format error	re-entering the correct Dates, ensuring the end date is after the start date
MIG.R.Con.0001	The Contributions Pay Period Start Date must be a valid date in the format yyyy-mm-dd.	Data/format error	Re-entering the Contributions Pay Period Start Date in the valid date format
MIG.J.Con.0012	The Pay Period Start Date must be entered	Missing data/format error	re-entering the Pay Period Start Date

# Notifications and Messages

## Introduction

Post Submission Errors and Warnings can be sent from a Fund to the Employer. MLC EmployerPay will update the original submission with the message from the fund.

## Types of notifications

Type	Meaning
<b>From the fund to the employer via the Clearing House</b>	
MROR	Member Registration Outcome Responses
CTER	Contribution Transaction Error Responses

## Error Messages and what to do about them

This table describes MLC EmployerPay Error Messages and any actions that may be required:

SUPER.GEN	Cause	Fund action	Refund	Description	Employer Action
.GEN.21	CTR received for a member that cannot be processed. For example, member does not exist	If the fund cannot identify the member a: <ul style="list-style-type: none"> <li>refund is sent to the Employer and</li> <li>CTER to the Clearing House. The Clearing House notifies the Employer.</li> </ul>	Y	Member not found with supplied information	<ul style="list-style-type: none"> <li>Contact the member/employee for updated fund information</li> <li>Correct</li> </ul>
.CNTRBTN.8	CTR is received containing a contribution type that is not accepted by the fund USI. For example, a USI may accept Superannuation Guarantee (SG) contributions but no other contribution types.	<p>The fund may <b>either</b>:</p> <ul style="list-style-type: none"> <li>reject the entire contribution, or</li> <li>process the part of the contribution it can accept and refund the other contribution type to the Employer.</li> </ul> <p>The fund sends a CTER to the Clearing House and the Clearing House notifies the Employer.</p> <p><b>Note:</b> Defined Benefits would be handled outside the system</p>	Y	Fund eligibility issue preventing all contribution types being processed. Contact Superannuation fund for details.	<ul style="list-style-type: none"> <li>Contact the member/employee to advise their fund does not accept multiple contribution types</li> <li>Member/employee resolves the issue</li> <li>Update member/employee information</li> </ul>
.CNTRBTN.5	Non-concessional contribution received for member with no TFN in registry system	<p>Funds may have business processes to try and obtain the member's TFN. If the TFN can't be obtained, the payment will be rejected and an error message sent.</p> <p>Refund may be either at either member or contribution type level.</p>	Y	Member TFN required for a Non-concessional Contribution.	<ul style="list-style-type: none"> <li>Contact the member/employee for updated information</li> <li>Correct</li> </ul>

SUPER.GEN	Cause	Fund action	Refund	Description	Employer Action
.GEN.21	CTR received, with insufficient identifying information to complete	<p>Under the obligations outlined in section 7.07G of the Regulations, Funds are required to:</p> <ul style="list-style-type: none"> <li>• follow up with employer within 5 business days, and</li> <li>• then wait 10 business days to receive complete information from employer.</li> </ul> <p>If the fund still does not have enough information to identify the member, the fund must refund the contribution to the employer not later than 15 business days after receiving the contribution</p>	Y	Member not found with supplied information	Contact the member/ employee
.GEN.11	An MROR is received for an SMSF from the ESA that cannot be processed as the ABN is not known	<p>ESA must send a MROR.</p> <p>Generally, no refund is made because the money has been paid to the correct bank account.</p>	N	ABN not known	Correct the error for next month's submission
.GEN.4	<p>MRR or CTR is received which results in both Error and Warning.</p> <p><b>Example:</b> A mandatory field missing, as well as TFN mismatch.</p>	<p>A mixture of transaction outcomes cannot be sent in the same message for the same member context.</p> <p>Send a CTER to the employer with the error</p>	Y	Mandatory data element not supplied	<ul style="list-style-type: none"> <li>• Contact the member/employee for updated information</li> <li>• Correct</li> </ul>
.GEN.22	CTER received for a Member/ that is no longer a member of the Superannuation Fund	Send a refund to the employer with a CTER	Y	No Longer a member of Superannuation fund.	<ul style="list-style-type: none"> <li>• Contact the member/employee for updated information</li> <li>• Correct</li> </ul>

SUPER.GEN	Cause	Fund action	Refund	Description	Employer Action
.CNTRBTN.8	<p>Multiple issues with the one message.</p> <p><b>Example:</b> A fund receives a CTR for a 65-year-old member who has an incorrect TFN, for example 111111111.The</p> <p>Member data is requesting multiple contribution types - Superannuation Guarantee, Salary Sacrifice and Child contributions.</p>	<p>The fund:</p> <ul style="list-style-type: none"> <li>investigates the invalid TFN against the current TFN records</li> <li>accepts the Superannuation Guarantee (SG) contribution</li> <li>refunds the Child Contribution</li> <li>investigates Salary Sacrifice eligibility</li> </ul> <p>The fund may reject the entire member record, or may send a progressive response for each Contribution Type as follows:</p> <p><b>Day 1</b></p> <p>Fund</p> <ul style="list-style-type: none"> <li>accepts the mandated SG contribution</li> </ul> <p>Progressive Error:</p> <ul style="list-style-type: none"> <li>rejects/refunds the Child contribution</li> <li>Initiates a manual process to determine the Salary Sacrifice eligibility based on work test.</li> <li>does <b>NOT</b> send a warning for the invalid TFN</li> </ul> <p><b>Day 15</b></p> <p>If the fund determines that the member has not passed the work test the Salary Sacrifice component is rejected/refunded</p>	Y	<p>Fund eligibility issue preventing all contribution types being processed. Contact the superannuation fund for details.</p>	<ul style="list-style-type: none"> <li>Contact the member/employee for updated information</li> <li>Correct</li> </ul>
N/A	<p>Use of progressive: validation for the same response. That is sending back warnings as they are discovered</p> <p><b>Example:</b> TFN mismatch before the outcome of the transaction is known. During further validation, there are more issues, so there could be a later message, and the transaction may succeed or fail.</p>	<p>Multi-tiered validations for the same occurrence must not be sent. A CTER must only be sent for any response once processing is complete.</p> <p><b>For example:</b> Multiple messages can be sent at the Member response level for a message, providing they are for different Member Contexts. Multiple messages for the same Member Context are not allowed.</p> <p>Refer to Response Scope Rules in Definition and Rules</p>	N	N/A	N/A

SUPER.GEN	Cause	Fund action	Refund	Description	Employer Action
.CNTRBTN.8	Use of Progressive - A CTR is received containing more than one employer context, and one of the employer contexts cannot be processed due to Fund rules	If there is more than one employer context in a message, funds may want to send a progressive message at the employer level for one employer, and there may be subsequent messages as the remaining employer contexts are processed, however remaining progressive responses can't be at a response level higher than employer context.  That is a document level response could not be sent.	Y	Eligibility issue preventing the contribution being processed.  Contact Superannuation fund for details.	Correct and submit a new message and payment as applicable
.GEN.12	CTR message received with no corresponding payment	Funds will follow up where possible with the employer. If no money is received a CTER will be sent as per section 7.07G of the standard which states that: <ul style="list-style-type: none"> <li>• The trustee has 5 days to ask for the incomplete information</li> <li>• The employer has 10 days to follow up and respond</li> <li>• if the trustee is still unable to allocate the contribution to a member, then they can refund/reject the message within 20 days of receiving the contribution</li> </ul>	N	Payment Reference Number cannot be reconciled to a payment.	As instructed by the fund, Use the original PRN to submit a new: <ul style="list-style-type: none"> <li>• message, and</li> <li>• payment</li> </ul>
.CNTRBTN.1 2	MRR is received containing a member registration, but can't be fulfilled due to an error	MROR message MUST be sent by the receiving fund once they have processed the Member Registration Request message	N/A	Registration for this member can't be processed due to errors.	As instructed by the fund, use the original PRN to submit a new: <ul style="list-style-type: none"> <li>• message, and</li> <li>• payment</li> </ul>
.CNTRBTN.1 3	MRR is received containing updates for a USI that does not accept MRR messages	It is optional whether to send an MROR. This option is exercised at the discretion of the fund (as the responding party).  The fund may have an internal legal/compliance requirement to send a response, however employer solutions may not want to see the responses each time, so a specific error code is required for this scenario so the response messages can be filtered out as appropriate	N/A	Maintenance data provided for this USI cannot be actioned when received from employers.  Maintenance data needs to be provided to the fund by the member directly.	No action required
N/A	MRR or CTR is received with a Duplicate Part ID	No action for fund as this should be rejected by source gateway and will be handled outside the system	N	N/A	N/A

SUPER.GEN	Cause	Fund action	Refund	Description	Employer Action
N/A	Employment End Date/Reason is supplied with a CTR	Updates are not expected to be performed from a CTR so no response message required. Can be followed up outside the system at trustee's discretion	N	N/A	
N/A	MRR is received with every contribution cycle (CTR). Should the fund send back a generic response that no updates were detected if they continue to receive MRR messages with every cycle?	After the initial MRR, an MRR update should only be sent where the member's information has changed. No response message to be sent.	N/A	N/A	
N/A	A CTR or MRR is received by a fund and can't be processed as it was sent to the wrong gateway	The fund will never receive such a message as it will be rejected by their gateway provider. Handled outside the system.	Y	N/A	
N/A	MROR or CTER is sent that is not able to be processed	As there is no response message defined for MROR or CTER messages, this would need to be handled outside the system.	N/A	N/A	N/A

## Warning messages and what to do about them

This table describes MLC EmployerPay Warning messages and any required actions.

SUPER.GEN	Cause	Fund action	Refund	Description	Employer Action
.CNTRBTN.11	CTR message received, Payment Received.  Incorrect USI, however correct USI can be identified and CTR processed	Optional for fund whether a warning message is sent.	N	Contribution processed however incorrect USI provided. See detailed description for correct USI	Correct USI details for the next contribution cycle.
.CNTRBTN.9	CTR received and contribution processed successfully, but with warnings <b>Example:</b> TFN or Member ID mismatch	It is optional for funds to send a warning message or it can be handled out of band	N	{message type} has been processed with warnings. Please review detailed description for further details	If a warning message is received, the solution provided should correct the issue for the next contribution cycle
.CNTRBTN.9	A CTR is received where all mandatory data items have been included but there are specific elements related to the CTR that are optional under the Standard but required by the rules of a fund to determine member benefits.	Funds are expected to process the transaction and it is optional whether to provide a warning message	N	{message type} has been processed with warnings. Please review detailed description for further details	If a warning message is received, the solution provided should correct the issue for the next contribution cycle
.CNTRBTN.9	A CTR is received that includes all mandatory fields required in the MIG but not all fields required under the regulations. <b>Example:</b> Telephone number	Funds are expected to process the transaction but it is optional to provide a warning message.	N	{message type} has been processed with warnings. Please review detailed description for further details	If a warning message is received, the solution provided should correct the issue for the next contribution cycle

SUPER.GEN	Cause	Fund action	Refund	Description	Employer Action
.CNTRBTN.14	<p>MRR is received containing updates for a USI that does accept updates. However, there is an issue with one or more fields.</p> <p><b>Example:</b> “Hours worked” and “Occupation type” are usually updated, however are in conflict</p>	<p>It is optional whether to send an MROR. This option is exercised at the discretion of the fund as the responding party. Some funds may want to send a warning indicating the fields that were not updated. However, there is no standard error code defined.</p> <p>For those funds that won’t be sending a warning they will follow up out of band.</p>	N/A	Some or all the elements cannot be applied. See long description for details.	If a warning message is received, the Clearing House should correct the issue for the next contribution cycle
.CNTRBTN.14	<p>MRR is received for a USI that updates certain fields, but not others.</p> <p><b>Example:</b> A change of address is applied, but DOB update is rejected</p>	<p>It is optional whether to send an MROR. This option is exercised at the discretion of the fund as the responding party. Warning message may be sent advising that some fields have not been updated or this scenario may be managed out of band</p>	N/A	Some or all the elements cannot be applied. See long description for details.	If a warning message is received, the solution should not provide updates to fields identified for the next contribution cycle
.CNTRBTN.15	Payment is received by cheque or other non-complying method.	Funds may process but may want to provide a warning message to prompt employers to send using a compliant payment method.	N	Contribution has been processed however payment has been made by a non-compliant method.	Clearing house must send payments in a compliant method for the next contribution cycle.
.CNTRBTN.1 .CNTRBTN.9	<p>MRR or CTR is received which results in both Information and Warning.</p> <p><b>Example:</b> An account was created successfully so an Information event with account number is sent, along with a warning for TFN mismatch.</p>	MROR must be sent containing the Member number of the new account and it would be optional to send the TFN mismatch as a warning	N/A	<p>Member registration request message was successfully processed.</p> <p>Member Registration has been processed with warnings.</p> <p>Please review detailed description for further details</p>	System should be updated with new member number and TFN mismatch should be investigated and if applicable, fixed for the next contribution cycle



## Information messages and what to do about them

This table describes MLC EmployerPay information messages and what to do about them.

SUPER.GEN	Cause	Fund action	Refund	Description	Employer Action
.CNTRBTN.1	MRR is received containing a new member for a default fund and is registered successfully.	MROR message MUST be sent by the receiving entity once they have processed the Member Registration Request message, containing the new Member Client Identifier for the member	N/A	Member registration request message was successfully processed	Update systems with the Member Number provided
.CNTRBTN.1	MRR is received containing an amendment for a member that is updated successfully	It is optional whether to send an MROR. This option is exercised at the discretion of the fund as the responding party.	N/A	Member registration request message was successfully processed	No action required
.CNTRBTN.1	A MRR is received where all mandatory data items have been included but there are specific elements related to the MRR that are optional under the Standard but required by the rules of a fund to determine member benefits.	Funds will create the new member account and send the MROR success message and go out of band to request the additional fund specific information required.	N/A	Member registration request message was successfully processed	Update systems with the Member Number provided

# Email notifications

## Notifications you may receive

This table describes the type and reason for MLC EmployerPay email notifications.

EMAIL TYPE	TRIGGERS	RECIPIENT	ACTION REQUIRED
Non-Payment	Contribution submission received but no payment received	Email will be sent to the registered employer email address	A link in the email will contain a link to the portal which will detail the issue. Employer should make payment to ensure money and data is released to funds
Payment Failure	Overpayment Underpayment Dishonour	Email will be sent to the registered employer email address	A link in the email will contain a link to the portal which will detail the issue. Review the information and action accordingly
Refund Received	A refund has been received from the fund A refund has been received from PayClear	Email will be sent to the registered employer email address	A link in the email will contain a link to the portal which will detail the issue. Review the details of the refund and action in line with existing internal processes
Member Update	A fund has sent a member number update (MROR)	Email will be sent to the registered employer email address	A link in the email will contain a link to the portal which will detail the change. Review the information and update member details in your payroll system
Fund Error Response	A fund has sent an error response (CTER)	Email will be sent to the registered employer email address	A link in the email will contain a link to the portal which will detail the issue. Review the information and action accordingly

# Appendix 1: Country Codes

## Country Codes

These are the valid country codes and have been sourced from International standard ISO 3166-2 Country Codes

Code	Country
AF	Afghanistan
AX	Aland Islands
AL	Albania
DZ	Algeria
AS	American Samoa
AD	Andorra
AO	Angola
AI	Anguilla
AQ	Antarctica
AG	Antigua and Barbuda
AR	Argentina
AM	Armenia
AW	Aruba
AT	Austria
AZ	Azerbaijan
BS	Bahamas
BH	Bahrain
BD	Bangladesh
BB	Barbados
BY	Belarus
BE	Belgium
BZ	Belize
BJ	Benin
BM	Bermuda
BT	Bhutan
BO	Bolivia
BA	Bosnia and Herzegovina
BW	Botswana

Code	Country
BV	Bouvet Island
BR	Brazil
IO	British Indian Ocean Territory
VG	British Virgin Islands
BN	Brunei Darussalam
BG	Bulgaria
BF	Burkina Faso
BI	Burundi
KH	Cambodia
CM	Cameroon
CA	Canada
CV	Cape Verde
KY	Cayman Islands
CF	Central African Republic
TD	Chad
CL	Chile
CN	China
CX	Christmas Island
CC	Cocos (Keeling) Islands
CO	Colombia
KM	Comoros
CD	Congo, Democratic Republic of (was Zaire)
CG	Congo, People's Republic of
CK	Cook Islands
CR	Costa Rica
CI	Côte D'Ivoire (Ivory Coast)
HR	Croatia (Hrvatska)
CU	Cuba

Code	Country
CW	Curacao
CY	Cyprus
CZ	Czech Republic
DK	Denmark
DJ	Djibouti
DM	Dominica
DO	Dominican Republic
TL	East Timor (Timor Leste)
EC	Ecuador
EG	Egypt
SV	El Salvador
GQ	Equatorial Guinea
ER	Eritrea
EE	Estonia
ET	Ethiopia
FK	Falkland Islands (Malvinas)
FO	Faroe Islands
FJ	Fiji
FI	Finland
FR	France
GF	French Guiana
PF	French Polynesia
TF	French Southern Territories
GA	Gabon
GM	Gambia
GE	Georgia
DE	Germany
GH	Ghana
GI	Gibraltar
GR	Greece

Code	Country
GL	Greenland
GD	Grenada
GP	Guadeloupe
GU	Guam
GT	Guatemala
GG	Guernsey
GN	Guinea
GW	Guinea-Bissau
GY	Guyana
HT	Haiti
HM	Heard and McDonald Islands
VA	Holy See (Vatican City State)
HN	Honduras
HK	Hong Kong
HR	Hrvatska (Croatia)
HU	Hungary
IS	Iceland
IN	India
ID	Indonesia
IR	Iran
IQ	Iraq
IE	Ireland
IM	Isle of Man, The
IL	Israel
IT	Italy
CI	Ivory Coast (Côte D'Ivoire)
JM	Jamaica
JP	Japan
JE	Jersey
JO	Jordan

Code	Country
KZ	Kazakhstan
KE	Kenya
KI	Kiribati
PK	Korea, Democratic People's Republic of (North Korea)
KO	Korea, Republic of (South Korea)
KW	Kuwait
KG	Kyrgyzstan
LA	Laos
LV	Latvia
LB	Lebanon
LS	Lesotho
LR	Liberia
LY	Libya
LI	Liechtenstein
LT	Lithuania
LU	Luxembourg
MO	Macau
MK	Macedonia, The Former Yugoslav Republic of
MG	Madagascar
MW	Malawi
MY	Malaysia
MV	Maldives
ML	Mali
MT	Malta
MH	Marshall Islands
MQ	Martinique
MR	Mauritania
MU	Mauritius
YT	Mayotte
MX	Mexico

Code	Country
FM	Micronesia, Federated States of
MD	Moldova
MC	Monaco
MN	Mongolia
ME	Montenegro
MS	Montserrat
MA	Morocco
MZ	Mozambique
MM	Myanmar
NA	Namibia
NR	Nauru
NP	Nepal
NL	Netherlands, (including the islands of Bonaire, Sint Eustatius and Saba)
NC	New Caledonia
NZ	New Zealand
NI	Nicaragua
NE	Niger
NG	Nigeria
NU	Niue
NF	Norfolk Island
PK	North Korea
MP	Northern Mariana Islands
NO	Norway
OM	Oman
PK	Pakistan
PW	Palau
PS	Palestinian Territory, Occupied
PA	Panama
PG	Papua New Guinea

Code	Country
PY	Paraguay
PE	Peru
PH	Philippines
PN	Pitcairn Island
PL	Poland
PT	Portugal
PR	Puerto Rico
QA	Qatar
RE	Reunion
RO	Romania
RU	Russian Federation
RW	Rwanda
BL	Saint Barthelemy
SX	Saint Martin (Dutch Part)
MF	Saint Martin (French Part)
WS	Samoa
SM	San Marino
ST	Sao Tome and Principe
SA	Saudi Arabia
SN	Senegal
RS	Serbia
SC	Seychelles
SL	Sierra Leone
SG	Singapore
SK	Slovakia (Slovak Republic)
SI	Slovenia
SB	Solomon Islands
SO	Somalia
ZA	South Africa
GS	South Georgia and the South Sandwich Islands

Code	Country
KR	South Korea
SS	South Sudan
ES	Spain
LK	Sri Lanka
SH	St Helena
KN	St Kitts and Nevis
LC	St Lucia
PM	St Pierre and Miquelon
VC	St Vincent and The Grenadines
SD	Sudan
SR	Suriname
SJ	Svalbard and Jan Mayen Islands
SZ	Swaziland
SE	Sweden
CH	Switzerland
SY	Syria
TW	Taiwan
TJ	Tajikistan
TZ	Tanzania
TH	Thailand
TL	Timor-Leste (East Timor)
TG	Togo
TK	Tokelau
TO	Tonga
TT	Trinidad and Tobago
TN	Tunisia
TR	Turkey
TM	Turkmenistan
TC	Turks and Caicos Islands
TV	Tuvalu

Code	Country
UG	Uganda
UA	Ukraine
AE	United Arab Emirates
GB	United Kingdom
US	United States
UM	United States Minor Outlying Islands
VI	United States Virgin Islands
UY	Uruguay
UZ	Uzbekistan
VU	Vanuatu
VA	Vatican City State (Holy See)
VE	Venezuela
VN	Vietnam
WF	Wallis and Futuna Islands
EH	Western Sahara
YE	Yemen
ZM	Zambia
ZW	Zimbabwe



**For more information call us on 132 652  
or contact your MLC Representative**

**[mlc.com.au](http://mlc.com.au)**

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