

SuperStream error code guide – adding a member (MRR)



This guide can help you understand how to respond to any error messages you receive after submitting a Member Registration Request (MRR) — the message sent to HESTA when adding a new employee or updating an existing member's details.

- **'Error'** messages mean the registration failed and must be fixed.
- **'Warning'** means it was processed but something needs attention.
- **'Information'** means the registration was successful.

#	Error code	Type	What does it mean?	What should the employer do?	Who needs to fix it?
Message / technical errors – the message itself was not built correctly (usually a payroll system or clearing house issue)					
1	SUPER.GEN.GEN.4	Error	A required piece of information is missing from the message sent to HESTA. This is where a mandatory field is missing, for example, the employee first name is missing.	Check with your payroll software provider or clearing house – a mandatory field has been left out. You'll need to correct the file and resubmit.	Payroll software / clearing house
2	SUPER.GEN.GEN.5	Error	A piece of information was included but contains an invalid value. For example, the employee first name is F,iona, or TFN is 33344x555	Check with your payroll software provider – a field contains a value that is not accepted. You'll need to correct it and resubmit.	Payroll software / clearing house
3	SUPER.GEN.GEN.6	Error	The message is missing a required section (called a 'context'), such as the employer details or fund details block.	Contact your payroll software provider or clearing house. The message structure is incomplete and needs to be corrected before resubmitting.	Payroll software / clearing house
4	SUPER.GEN.GEN.7	Error	A piece of information required when another field is set a certain way has not been included. For example, an email address not in the correct format.	Check with your payroll software provider – a conditional business rule has not been met. The message needs to be corrected and resubmitted.	Payroll software / clearing house
5	SUPER.GEN.GEN.8	Error	A section of the message has been repeated more times than is allowed. For example, more than one organisation name in the section.	Contact your payroll software provider or clearing house to review and fix the message structure before resubmitting.	Payroll software / clearing house
6	SUPER.GEN.GEN.9	Warning	The tax file number (TFN) provided for the employee did not pass the standard TFN validation check. For example, 33344455 or 333c44555.	Double-check your employee's TFN. The most likely cause is a typo. The correct TFN should be submitted in the next payroll cycle or as a member update.	Employer – check with employee
7	SUPER.GEN.GEN.10	Error	A section of the message has been included more than once, when only one occurrence is allowed. (Often paired with SUPER.GEN.GEN.6).	Contact your payroll software provider or clearing house to fix and resubmit the message.	Payroll software / clearing house
8	SUPER.GEN.GEN.20	Error	The message contains a transport-level property that HESTA does not recognise. This is a technical issue with how the message format is structured.	Contact your payroll software provider or clearing house – this is a technical issue with how the message was packaged.	Payroll software / clearing house

9	SUPER.GEN.GEN.23	Error	A required transport-level identifier is missing from the message. Technical issue with file format.	Contact your payroll software provider or clearing house to investigate and resubmit the message.	Payroll software / clearing house
10	SUPER.GEN.GEN.24	Error	A transport-level identifier (such as a record count) is in the wrong format. Technical issue with file format.	Contact your payroll software provider or clearing house to fix the formatting issue and resubmit.	Payroll software / clearing house
11	SUPER.GEN.GEN.1	Error	There is a conflict between whether a TFN has been provided and the type of identifier used in the message.	Contact your payroll software provider – the TFN indicator and the identifier type need to be consistent. Correct and resubmit.	Payroll software / clearing house
Business errors – the message was received correctly but HESTA could not process it					
12	SUPER.GEN.GEN.21	Error	HESTA could not match the employee's details to any existing member account.	Check your employee's full name, date of birth, TFN, and member number (if known) are correct. Once corrected, please resubmit. If your employee is brand new to HESTA, a new registration may be needed.	Employer – check employee details
13	SUPER.GEN.GEN.22	Error	The employee is no longer an active HESTA member.	Check which fund your employee currently belongs to and whether they have changed funds. You may need to update payroll with the new fund details.	Employer – check with employee
14	SUPER.GEN.CNTRBTN.12	Error	HESTA was unable to complete the registration due to errors at HESTA's end.	Contact us directly for the specific reason. HESTA will be able to explain what is needed to resolve the issue.	Employer – contact HESTA
15	SUPER.GEN.CNTRBTN.13	Error	The employer tried to update member details that can only be updated by the employee themselves directly with HESTA.	With HESTA, member maintenance data must come from the member, not the employer. Ask your employee to contact HESTA directly.	Employer – advise employee to contact fund
16	SUPER.GEN.CNTRBTN.21	Warning	The ABN of the SMSF is not known to the Electronic Service Address (ESA) provided.	Employers to speak with their employee to request a valid Electronic Service Address (ESA) for the SMSF. All SMSFs are required to be registered with an ESA in order to accept super contributions.	Employer - speak to employee
17	SUPER.GEN.CNTRBTN.22	Error	There is no existing HESTA account for the employee and the employer does not have a pre-arranged default relationship with HESTA to automatically register new members.	Contact HESTA to set up a new member registration, or ask your employee to consider joining your default fund (if you have one).	Employer – contact HESTA
18	SUPER.GEN.CNTRBTN.23	Error	The Super Fund is not open to new members.	Speak to employee to inform them that the selected fund is not able to accept them as a member and ask them to provide alternate super fund details.	Employer - speak to employee
19	SUPER.GEN.CNTRBTN.10	Warning	A member details update included in the registration message has not been applied by HESTA. For example, where an updated address does not match existing address.	Contact HESTA directly to apply the change. You don't need to resubmit unless the update is critical.	Employer – contact HESTA if update is important
Success notices					
20	SUPER.GEN.CNTRBTN.1	Information	The registration was processed successfully.	No action needed: HESTA has accepted the registration.	No action required

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SuperStream error code guide – verifying a member (MVR)



#	Error code	Type	What does it mean?	What should the employer do?	Who needs to fix it?
Message / technical errors – the message itself was not built correctly (usually a payroll system or clearing house issue)					
1	SUPER.GEN.GEN.4	Error	A required piece of information is missing from the message sent to HESTA. This is where a mandatory field is missing, for example, the employee first name is missing.	Ask the employer to check with their payroll software provider or clearing house – a mandatory field has been left out. Correct and resubmit.	Payroll software / clearing house
2	SUPER.GEN.GEN.5	Error	A piece of information was included but contains an invalid value. For example, the employee first name is F,iona, or TFN is 33344x555	Ask the employer to check with their payroll software provider – a field contains an unaccepted value. Correct and resubmit.	Payroll software / clearing house
3	SUPER.GEN.GEN.6	Error	The message is missing a required section (called a 'context'), such as the employer details or fund details block.	Ask the employer to contact their payroll software provider or clearing house. The message structure is incomplete.	Payroll software / clearing house
4	SUPER.GEN.GEN.7	Error	A piece of information required when another field is set a certain way has not been included.	Ask the employer to check with their payroll software provider – a conditional rule has not been met. Correct and resubmit.	Payroll software / clearing house
5	SUPER.GEN.GEN.8	Error	A section of the message has been repeated more times than is allowed.	Ask the employer to contact their payroll software provider or clearing house to fix the message structure.	Payroll software / clearing house
6	SUPER.GEN.GEN.9	Warning	The tax file number (TFN) provided for the employee did not pass the standard TFN validation check. For example, 33344455 or 333c44555.	Ask the employer to verify the TFN with the employee – it may be a typo. Submit the correct TFN.	Employer – check with employee
7	SUPER.GEN.GEN.10	Error	A section of the message has been included more than once, when only one occurrence is allowed. (Often paired with SUPER.GEN.GEN.6).	Ask the employer to contact their payroll software provider or clearing house to fix and resubmit.	Payroll software / clearing house
8	SUPER.GEN.GEN.20	Error	The message contains a transport-level property that HESTA does not recognise. A technical packaging issue.	Ask the employer to contact their payroll software provider or clearing house – a technical packaging issue.	Payroll software / clearing house
9	SUPER.GEN.GEN.23	Error	A required transport-level identifier is missing from the message. Technical issue with file format.	Ask the employer to contact their payroll software provider or clearing house.	Payroll software / clearing house

10	SUPER.GEN.GEN.24	Error	A transport-level identifier (such as a record count) is in the wrong format. Technical issue with file format.	Ask the employer to contact their payroll software provider or clearing house to fix and resubmit.	Payroll software / clearing house
11	SUPER.GEN.GEN.1	Error	There is a conflict between whether a TFN has been provided and the type of identifier used in the message.	Check with your payroll software provider to correct the inconsistency and resubmit.	Payroll software / clearing house
Business errors – the message was received correctly but HESTA could not verify the member					
12	SUPER.GEN.GEN.21	Error	HESTA could not find a member account matching the employee's details.	Check your employee's name, date of birth, TFN, and HESTA member number are correct. Once confirmed, resubmit. If the employee is new to this fund, a member registration (MRR) may be needed first.	Employer – check employee details
13	SUPER.GEN.GEN.22	Error	The employee is no longer an active member of this super fund.	Check whether your employee has changed funds. Update payroll with the correct fund details.	Employer – check with employee
14	SUPER.GEN.CNTRBTN.21	Warning	The ABN of the SMSF is not known to the Electronic Service Address (ESA) provided.	Employers to speak with their employee to request a valid Electronic Service Address (ESA) for the SMSF. All SMSFs are required to be registered with an ESA in order to accept super contributions.	Employer - speak to employee
15	SUPER.GEN.CNTRBTN.22	Error	There is no HESTA member account and no default employer arrangement with HESTA to register the employee.	Contact HESTA or ask your employee to choose another fund.	Employer – contact HESTA
16	SUPER.GEN.CNTRBTN.23	Error	The Super Fund is not open to new members.	Speak to employee to inform them that the selected fund is not able to accept them as a member and ask them to provide alternate super fund details.	Employer - speak to employee
Success notices					
17	SUPER.GEN.CNTRBTN.20	Information	The employee has been successfully verified as a member of HESTA.	No action needed. You can start sending contributions for your employee.	No action required

SuperStream error code guide – making a contribution (CTR)



#	Error code	Type	What does it mean?	What you can do	Who needs to fix it?
Message / technical errors – the message itself was not built correctly (usually a payroll system or clearing house issue)					
1	SUPER.GEN.GEN.4	Error	A required piece of information is missing from the message sent to HESTA. This is where a mandatory field is missing.	Check with your payroll software provider or clearing house – a mandatory field is missing. Correct and resubmit.	Payroll software / clearing house
2	SUPER.GEN.GEN.5	Error	A piece of information was included but contains an invalid value. For example, the employee first name is F,iona, or TFN is 33344x555	Check with your payroll software provider – a field contains an unaccepted value. Correct and resubmit.	Payroll software / clearing house
3	SUPER.GEN.GEN.6	Error	The message is missing a required section (called a 'context'), such as the employer details or fund details block.	Contact your payroll software provider or clearing house. The message structure is incomplete.	Payroll software / clearing house
4	SUPER.GEN.GEN.7	Error	A piece of information required when another field is set a certain way has not been included.	Check with your payroll software provider – a conditional rule has not been met. Correct and resubmit.	Payroll software / clearing house
5	SUPER.GEN.GEN.8	Error	A section of the message has been repeated more times than is allowed.	Contact your payroll software provider or clearing house to fix the message structure.	Payroll software / clearing house
6	SUPER.GEN.GEN.9	Warning	The tax file number (TFN) provided for the employee did not pass the standard TFN validation check. For example, 33344455 or 333c44555.	Ask your employee to check they've provided a correct TFN – likely a typo. Submit the correct TFN at the next opportunity.	Employer – check with employee
7	SUPER.GEN.GEN.10	Error	A section of the message has been included more than once, when only one occurrence is allowed. (Often paired with SUPER.GEN.GEN.6).	Contact your payroll software provider or clearing house to fix and resubmit.	Payroll software / clearing house
8	SUPER.GEN.GEN.20	Error	The message contains a transport-level property that HESTA does not recognise.	Contact your payroll software provider or clearing house – this is a technical packaging issue.	Payroll software / clearing house
9	SUPER.GEN.GEN.23	Error	A required transport-level identifier is missing from the message. Technical issue with file format.	Ask the employer to contact their payroll software provider or clearing house.	Payroll software / clearing house

10	SUPER.GEN.GEN.24	Error	A transport-level identifier (such as a record count) is in the wrong format. Technical issue with file format.	Contact your payroll software provider or clearing house to fix and resubmit.	Payroll software / clearing house
11	SUPER.GEN.GEN.1	Error	There is a conflict between whether a TFN has been provided and the type of identifier used in the message.	Check with your payroll software provider to correct the inconsistency and resubmit.	Payroll software / clearing house
Payment errors – the payment amount does not match the contribution message					
12	SUPER.GEN.GEN.12	Error	The payment reference number in the contribution message cannot be matched to a payment received by HESTA.	Check the payment reference number (PRN) is correct. If the PRN is wrong, please correct it and resubmit.	Employer – check payment reference
13	SUPER.GEN.GEN.13	Error	The BPAY biller code used is not recognised by HESTA.	Confirm the correct BPAY biller code with HESTA. Please correct it and resubmit.	Employer – check with HESTA for correct biller code
14	SUPER.GEN.GEN.14	Error	The BPAY customer reference number is not recognised.	Confirm the correct BPAY customer reference number with HESTA. Please correct it and resubmit.	Employer – check with HESTA for correct CRN
15	SUPER.GEN.CNTRBTN.6	Error	The payment amount received by HESTA is less than the total contributions specified in the message.	Check whether the full payment was made. The payment amount and the contribution message total must match. Top up the payment or adjust the contribution amounts and resubmit.	Employer – reconcile payment vs contribution amounts
16	SUPER.GEN.CNTRBTN.7	Information	The payment received is more than the total contributions specified in the message.	HESTA has received more money than the message specified. If this was an error, contact HESTA to refund the excess contribution amount.	Employer – review and contact HESTA if needed
Member / eligibility errors – issues with specific employees in the contribution					
17	SUPER.GEN.GEN.21	Error	HESTA could not find a member account matching the employee's details.	Check your employee's name, date of birth, TFN, and HESTA member number are correct. Also check that a member registration has been made. Check whether your employee has changed funds.	Employer – check employee details and resubmit
18	SUPER.GEN.GEN.22	Error	The employee is no longer an active HESTA member.	Update payroll with the correct fund details and resubmit the contribution to the right fund.	Employer – check with employee
19	SUPER.GEN.CNTRBTN.4	Error	HESTA or the product is not able to accept contributions – it may be a closed product, or a pension-phase account.	Confirm the correct Unique Superannuation Identifier (USI) or product details with your employee.	Employer – check USI / fund with employee
20	SUPER.GEN.CNTRBTN.5	Error	The type of contribution being made requires the employee's TFN, which has not been provided.	Request your employee's TFN (via a tax file number declaration form) and resubmit with the TFN included.	Employer – obtain TFN from employee
21	SUPER.GEN.CNTRBTN.8	Error	The contribution cannot be accepted because the employee does not meet the age or eligibility requirements for this fund.	Contact HESTA for more information on the specific restriction. The employee may need to nominate a different fund.	Employer – contact HESTA

22 SUPER.GEN.CNTRBTN.11

Warning

The contribution was processed and allocated successfully, however the Unique Superannuation Identifier (USI) used was incorrect.

HESTA can still allocate the contribution, but please update your payroll records with the correct HESTA USI (HST0100AU) to avoid future errors.

Employer – update payroll with correct USI

Quick reference – which errors apply to each scenario?



✓ = this error can be received in this scenario | MRR = Adding a member | MVR = Verifying a member | CTR = Making a contribution

Error code	Severity	Adding a member (MRR)	Verifying a member (MVR)	Making a contribution (CTR)
SUPER.GEN.GEN.1	Error	✓	✓	✓
SUPER.GEN.GEN.4	Error	✓	✓	✓
SUPER.GEN.GEN.5	Error	✓	✓	✓
SUPER.GEN.GEN.6	Error	✓	✓	✓
SUPER.GEN.GEN.7	Error	✓	✓	✓
SUPER.GEN.GEN.8	Error	✓	✓	✓
SUPER.GEN.GEN.9	Warning	✓	✓	✓
SUPER.GEN.GEN.10	Error	✓	✓	✓
SUPER.GEN.GEN.12	Error			✓
SUPER.GEN.GEN.13	Error			✓
SUPER.GEN.GEN.14	Error			✓
SUPER.GEN.GEN.20	Error	✓	✓	✓
SUPER.GEN.GEN.21	Error	✓	✓	✓
SUPER.GEN.GEN.22	Error	✓	✓	✓
SUPER.GEN.GEN.23	Error	✓	✓	✓
SUPER.GEN.GEN.24	Error	✓	✓	✓
SUPER.GEN.CNTRBTN.1	Information	✓		
SUPER.GEN.CNTRBTN.4	Error			✓
SUPER.GEN.CNTRBTN.5	Error			✓

SUPER.GEN.CNTRBTN.6	Error			✓
SUPER.GEN.CNTRBTN.7	Information			✓
SUPER.GEN.CNTRBTN.8	Error			✓
SUPER.GEN.CNTRBTN.10	Warning	✓		
SUPER.GEN.CNTRBTN.11	Warning			✓
SUPER.GEN.CNTRBTN.12	Error	✓		
SUPER.GEN.CNTRBTN.13	Error	✓		
SUPER.GEN.CNTRBTN.20	Information		✓	
SUPER.GEN.CNTRBTN.21	Warning	✓	✓	
SUPER.GEN.CNTRBTN.22	Error	✓	✓	
SUPER.GEN.CNTRBTN.23	Error	✓	✓	