



Contribution error guide for employers

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Use this guide if you're an employer who's made a contribution to UniSuper and you've received notification of an error.

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Making contributions to UniSuper

As an employer, you can send contributions and related employee information to UniSuper via your clearing house or payroll provider.

When we receive member updates or contributions, we perform validations to make sure we can process or allocate the contributions. If these validations fail, it causes an error that needs to be addressed before we can proceed or the contributions will be refunded.

Contribution Transaction Error Responses

If there's an issue allocating your contributions or processing your data update, you will receive an error from us in your clearing house and you may need to supply UniSuper with additional information. Follow these steps to work out what information you need to supply:

1. Check the error code with your payroll provider or clearing house.
2. Refer to the relevant error code in the table on the following page (if applicable) to determine next steps.
3. Follow the action required to resolve the error (if applicable).
4. If applicable, re-submit contributions.

PROVIDING ADDITIONAL INFORMATION

If you need to submit additional information, please email the following details to employer.services@unisuper.com.au:

- file reference number
- error code
- member name
- updated or missing information
- employer details (employer number, ABN, and address).

We'll refund any unallocated funds to the original payment source. This may be your bank account or a clearing house.

Your contribution must be refunded within three days of receipt if it can't be allocated to your employee's account. Please refer to the *Error codes and their meanings* table on the following page for more information.



Error codes and their meanings

Here is a list of error codes, their meanings and the action required to resolve the error:

ERROR CODE AND DESCRIPTION	EXPLANATION	POSSIBLE SCENARIO	ACTIONS TO PREVENT FUTURE ERRORS/REFUNDS
SUPER.GEN.GEN.21 Member not found with supplied information.	This error may occur if we're unable to match your contribution to an existing account because the details we hold differ to what you provided with your contribution.	Employee has a UniSuper account and further details need to be provided to locate the account.	Member will need to contact UniSuper to update their account details.
SUPER.GEN.GEN.22 No longer a member of superannuation entity.	Employee is no longer a member with UniSuper, and we are unable to allocate the contribution.	Member wants contributions sent to UniSuper. Member elects another fund.	Your employee will need to rejoin UniSuper via unisuper.com.au . Update your fund nomination (USI) and resubmit the contributions accordingly.
SUPER_GEN_CNTRBTN_5 Member TFN required for this contribution type.	After-tax member contributions have been received for a member where no TFN has been supplied.	A valid TFN can be supplied. A valid TFN can't be supplied.	Member will need to contact UniSuper to update their account details. Contributions cannot be accepted for members without a valid TFN.
SUPER.GEN.CNTRBTN.8 Contributions cannot be accepted for this individual due to age or eligibility restrictions.	Generally, only mandated employer contributions can be received for members over 75 years old*.	The date of birth on the member's account is correct. The date of birth on the member's account is incorrect.	Voluntary employer contributions cannot be accepted more than 28 days after the end of the month in which the member turns 75 years old. Member will need to contact UniSuper to update their account details.
SUPER.GEN.CNTRBTN.22 No account exists and you do not have a default relationship with the fund to register the employee.	We're unable to identify a member record to match the details provided in the contribution file.	Employee has a UniSuper account and further details need to be provided to locate the account. Employee doesn't have a UniSuper account.	Email the additional member information to: employer.services@unisuper.com.au Refer to the details under <i>Providing additional information</i> to see what information to include in your email. If the employee wants to join UniSuper, they can open a Personal Account via the UniSuper website. Contributions can be resubmitted if the employee creates a UniSuper account.

If you're unsure why you received one of the above error responses, please contact UniSuper.

* Voluntary employer contributions can be received up to 28 days after the end of the month in which the member turns 75.

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The information in this guide has been prepared by UniSuper Management Pty Ltd ABN 91 006 961 799 AFSL No. 235907 on behalf of UniSuper Ltd (ABN 54 006 027 121, AFSL 492806), the trustee of the fund UniSuper (ABN 91 385 943 850).