Employer Direct Validations Guide

Version 4.0
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Contents

This Employer Direct Validations Guide provides assistance for employers using the Employer Direct portal for managing your superannuation contribution transactions in accordance with the SuperStream legislation. This document will be updated periodically and re-issued - this document is based on Validations V1.44. The most current version of this document will always be available from the resources section in Employer Direct.

This document should be read in conjunction with the following documents:
- Employer Direct User Guide
- Employer Direct Contribution File Format and Specification

Support
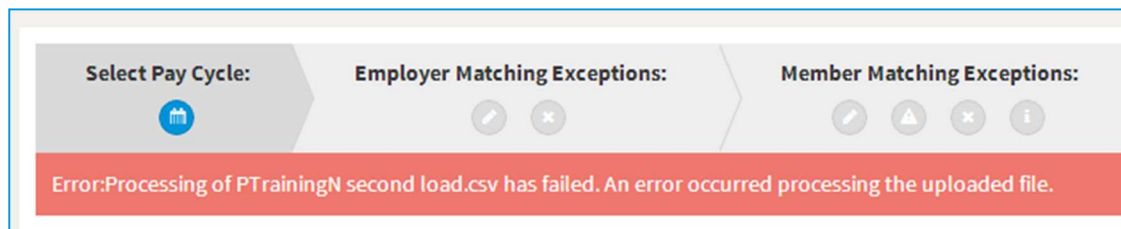For more details email - employer@qsuper.qld.gov.au

Employer Direct

We have introduced Employer Direct as our way of helping you comply with the ATO's Super Stream legislation. Employer Direct contains a series of validations to check the information you are giving us to make sure we have the right information so our members – your employees – super accounts are accurate. We have incorporated all of the ATO's validations and added some specific to our account types.

Employer Direct has validations relating to:
- File format
- Fund matching
- Employer matching
- Employee matching
- Data including;
  - Contribution amounts
  - Addresses
  - Employee details
- Employer maintenance

1. File format validations

If you load a file that comes from your payroll system, Employer Direct will validate it to make sure it has the right format. If there is an error with the file, it will appear on the **Select Pay Cycle** screen.

If there is a file format error, please check your file. You can also use our 'Employer Direct Contribution File Specification' for more information or call our Employer Help Desk.

These file format errors are:
- The file is not in the correct format
- The file is corrupted
- The file is not in the CSV file format
- The header line does not exist

We recommend that you open files in a program like text pad or word pad to minimise errors which occur when opening the CSV file in MS Excel.

2.   File validations

These are validations that look at information that is not specific to a member.

2.1   Fund matching

The fund matching process makes sure that the contributions you're submitting are going to a complying super fund.

Field Name	Rule	Severity	How to clear this message
Unique Superannuation Identifier (USI)	Mandatory Alpha numeric Maximum of 20 characters No spaces or hyphens	Error	Populate the field with the correct USI for the super fund. Make sure there are no spaces or hyphens.
Fund ABN	Mandatory Numeric Must be 11 digits No spaces or hyphens	Error	Populate the field with the correct ABN for the super fund. Make sure there are no spaces or hyphens.
Organisational Name Text	Mandatory Alpha Numeric Maximum of 200 characters	Error	Populate the field with the name of the super fund
Payment Method Code	Mandatory Accepted values: DirectDebit, BPAY or DirectCredit	Error	Populate the field with the method used to make payment to the fund

Select Pay Cycle:	Employer Matching Exceptions:	Member Matching Exceptions:	Validation Issues:	Review:	Summary and Submit:

2.2   Employer matching

Employer details need to be sent with every contribution file.

	Message	Severity	How to clear this message	Information
1	No employer specified – select the correct employer.	Error	Select the correct employer details from the drop down list. If the details in your file are correct, please change them to match in the Employer Maintenance screen. If your employer number is correct, please call us.	This section of Employer Direct will only display the employers you have access to make payments for.
2	No employer record exists for the ABN provided.	Error		
3	No employer record exists for the FEN provided.	Error		
4	More than one employer exists for the ABN or FEN provided.	Error		
5	You are not authorised to process a contribution file on behalf of the employer.	Error	If you should be able to process a contribution file for this employer, please call us.	This message shows that the contribution file you're loading is not for an employer you have access to.

| Select Pay Cycle: | Employer Matching Exceptions: | Member Matching Exceptions: | Validation Issues: | Review: | Summary and Submit: |

3.   Member Matching

When you load a contribution file into Employer Direct, the system will try and match the employee details in the file with ones we already have. If core member details have changed, Employer Direct will ask you to check that employee.

	Message	Severity	How to clear this message	Information
1	Member's surname has changed.	Error	If it is the same person, >> select same person. If it is a different person, select >>different person.	This employee match function is so you can tell us that one of your employees has changed some details. If you see the error for member number, make sure you update your payroll system.
2	Member DOB has changed.	Error		
3	Member's payroll number has changed.	Error		
4	Member number has changed.	Error		
5	Member's benefit category has changed.	Error	You can't change a member benefit category through the file. Please correct and reload your file. If you think this change is correct, please call us.	As a member benefit category relates to the type of account the employee has, you're not able to change this through Employer Direct.

4.   Validations specific to QSuper

4.1   Status codes

Status codes are your way of telling us what employment status your employee. These will appear in the Member Registration Amendment Reason field. If a validation message appears in relation to status codes, please update the field with the correct status from the list below.

Code	Name	Description
NM	New Member	The first contribution for a new employee, rehired after termination or change of superannuation account. *Do not use this for transfers or secondments.*
NT	New Transfer	The first contribution for an employee transferred from another agency or department
NS	New Secondment	The first contribution for an employee seconded from another agency or department
EM	Current Member	A current employee who is making contributions, including employees who are on half pay arrangements for: • Recreation • Parental • Long service leave • WorkCover where the employee is retained on the payroll whilst on leave Note: If the other codes do not apply use "EM"
EW	WorkCover	A current employee who is on leave without pay while they are receiving payments from WorkCover Note: Where WorkCover has agreed to the employee being retained on the payroll and the payroll is being reimbursed by WorkCover please report the employee's salary, contributions and working hours as if they were working
EI	LWOP Continued Sickness	A current employee who is on sick leave without pay due to the employee's continued sickness
ES	Secondment	A current employee who is on secondment to another agency or department
EL	LWOP Other	A current employee who is on leave without pay for any other reason e.g. study leave, travel, unpaid maternity leave
LW	Resignation	The final contribution or adjustment for an employee who has resigned
LD	Deceased	The final contribution or adjustment for an employee who is deceased
LZ	Ill Health	The final contribution or adjustment for an employee who has retired due to ill health
LF	Dismissal	The final contribution or adjustment for an employee who has been dismissed
LV	VER	The final contribution or adjustment for an employee who has accepted a voluntary early retirement or retrenchment
LT	Transfer	The final contribution or adjustment for an employee who has transferred to another agency or department or who has changed account type (e.g. from DB to AP) This includes machinery of government transfers.
LR	Other	The final contribution or adjustment for an employee who does not fit one of the above categories

4.2   Member validations

There are a few validations relating to your employee's data to make sure that we have the right information to be able to look after their super. These appear in the grid and can be found by using the correlating tab.

Error Code	Message	Severity	How to clear this message	Information
J.Mem.0001	The Member TFN must pass the check digit test.	Warning	Check the member's TFN and re-enter.	Set as a Warning instead of an error as the ATO says that employers can pass invalid TFN…the fund can then validate the TFN against SuperTick.
J.Mem.0003	When the Country Code is AU then the Member's State or Territory must be supplied.	Error	Enter the employee's state or territory.	This message appears when your employee has given you an Australian address
J.Mem.0005	When the Country Code is AU then the Member's Postcode must be supplied.	Error	Enter the employee's postcode.	This message appears when your employee has given you an Australian address
J.Mem.0007	The Member's Postcode, if entered, must be in the range 0200 to 0299, 0800 to 7499 or 7800 to 9799 or 0000 if no address is available for the member.	Error	Check the employee's postcode and update with the correct one.	This message appears when your employee has given you an Australian address
J.Mem.0008	When the Member's Postcode is 0000, the Member's Address Line 1 must be UNKNOWN, the Member's Suburb must be UNKNOWN, the Member's State must be ACT, and the Member's Country must be AU.	Error	If the member's address is not known then enter in the following: Address Line 1: UNKNOWN Suburb: UNKNOWN State: ACT Country Code: AU	

Error Code	Message	Severity	How to clear this message	Information
J.Mem.0009	Where the Benefit Category is PP, the member cannot be 60 years or older at the Pay Period Start Date.	Error	Please remove all contributions from the Police account and redirect them into an Accumulation account.	Employees are not able to be members of the Police account after they turn 60.
J.Mem.0010	The member must be 14 years of age or older at the pay period start date.	Error	Check employment start date and date of birth are correct.	We're not able to accept contributions for employees under age 14.
J.Mem.0011	The member must be 14 years of age or older at the pay period start date.	Warning	Check employment start date and date of birth are correct.	QSuper are not able to accept contributions for employees under age 14. This rule works in conjunction with J.Mem.0010 to allow converting the Error to a Warning for Non QSuper funds.
J.Mem.0012	Where the Benefit Category is SP, contributions cannot be accepted where the member is 65 or older as at the Pay Period Start Date.	Error	Remove all contributions from the State account and redirect them into an Accumulation account.	Employees are not able to contribute to a State account after they turn 65.
J.Mem.0034	The Member Person Name Title, if supplied, must be either Mr, Ms, Miss, Mrs, Mx, Dr, Prof, Capt, Rev, Lt, Sr, Sir, Sgt, Lady, Fr, Major, Hon, or Hon Judge.	Error	Enter in the member's title.	For a QSuper Member the person title must be one of these.
J.Mem.0035	The Member Person Name Title, if supplied, must be either Mr, Miss, Mrs, Ms, Mstr, Mx Prof, Rev, Fr, Sr, Dr, Lady, Sir, Hon, Hon Judge, Gov, Supt, Sen, Ambsr, Pt, Cpl, Sgt, Adml, Maj, Capt, Cmdr, Lt, Lt Col, Col, or Gen.	Error	Enter in the member's title.	For a non-QSuper member, the person title must be one of these.

Error Code	Message	Severity	How to clear this message	Information
J.Mem.0039	No TFN has been provided for the member. Non concessional contributions may be returned if TFN is not received within 28 days of contribution receipt.	Warning	Enter the employee's TFN. If you don't have it, please make sure you do before your next cycle as this will error and you'll need to remove the contributions from the file if their employment start date is more than 28 days ago.	This will be a warning if your employee is a new member. If the message is an error, it's because there is still no TFN and the employee commenced work more than 28 days ago. We're not able to accept these contributions.
J.Mem.0040	Member Tax File Number must be provided.	Error	Enter the employee's TFN.	If no TFN is provided QSuper is not able to accept these contributions.
J.Mem.0041	The Member Number must contain only alphabetic or numeric characters.	Error	Check the Member Number and ensure only alphabetic or numeric characters are used.	QSuper Member Numbers are to be 6 characters long.
J.Mfe.0020	Where the Member Registration Amendment Reason is NM, NT or NS, then the Member's Employment Start Date must be supplied.	Error	Enter the employment start date. Of if the member is not a new member, please update the member amendment reason.	This message appears when you have a new employee. We need to know when they started employment with you to make sure that we set up their account correctly.
J.Mfe.0029	The Member Employment Start Date must be equal to or earlier than the Contribution Pay Period End Date.	Error	Check the employment start date and update to the correct one or remove the employee from the grid.	If you're sending us a contribution for a new member, we need a start date that is before the pay period end date. If the date in your file is correct, please remove the record and send the information in the correct period.
J.Mrg.0011	Where the Member Registration Amendment Reason is NM, NT or NS, the Member Registration Employment Start Date must be entered.	Error	Enter the employment start date. If the member is not a new member or transfer, please update the member amendment reason.	This message appears when you have a new employee but have not entered a Member Registration Employment Start Date. We need to know when they started employment with you to make sure that we set up their account correctly.

Error Code	Message	Severity	How to clear this message	Information
J.Mrg.0012	Employment Status must be Full Time, Part Time, Contractor or Casual.	Error	Enter in the appropriate employment status.	When data is being submitted for the QSuper account (non-government USI 60905115063001) then an employment status is required for insurance purposes.
J.Mrg.0013	New members cannot be created. Please remove the employee from the file or change the fund associated to the member.	Error	Either remove the member from the contribution batch or change the fund associated to the member.	When data is being submitted for the QSuper account (non-government USI 60905115063001, as a choice contribution, then new members cannot be created for a non-default employer.
J.Mrg.0014	Where the Member Registration Amendment Reason is NM, Insurance Opt Out flag must be set to 'FALSE' or left blank.	Error	Check the Insurance Opt Out flag and ensure it is not TRUE.	

All	Member	Employment	Contribution	Employer	Fund

	Message	Severity	How to clear this message	Information
J.Dbc.0006	The Actual Periodic Salary Or Wages Earned must contain a value.	Error	Enter the correct salary.	These values relate to an employee's 1 July (for Defined Benefit accounts) or 1 October (for State or Police accounts) salaries. These salaries need to be included in your contribution files each time.
J.Dbc.0007	Where the Benefit Category is not AP, the Full Time Hours must contain a value.	Error	Enter the full time hours for the position the employee has.	Working hours for our Defined Benefit, State or Police accounts are very important to us as they help us calculate an employee's benefit. These must be sent to us every time you send a contribution file through. If an employee is on leave without pay, then the full time hours will be the full time hours for their position with the contracted and actual hours paid zero.
J.Dbc.0008	Where the Benefit Category is not AP, the Contracted Hours must contain a value.	Error	Enter the working hours the employee is contracted to work.	Working hours for our Defined Benefit, State or Police accounts are very important to us as they help us calculate an employee's benefit. These must be sent to us every time you send a contribution file through. If an employee is on leave without pay, then the full time hours will be the full time hours for their position with the contracted and actual hours paid zero.

	Message	Severity	How to clear this message	Information
J.Dbc.0009	The Contracted Hours must be less than or equal to the Full Time Hours.	Error	Check and correct the contracted hours.	If an employee has worked casual hours making their contracted hours greater than their full-time hours, then a separate line is required for this employee to report the casual hours.
J.Dbc.0010	Where the Benefit Category is not AP, the Actual Hours Paid must contain a value.	Error	Enter the actual hours the employee was paid for.	Working hours for our Defined Benefit, State or Police accounts are very important to us as they help us calculate an employee's benefit. These must be sent to us every time you send a contribution file through. If an employee is on leave without pay, then the full time hours will be the full time hours for their position with the contracted and actual hours paid zero.
J.Dbc.0022	This field cannot be populated when the member benefit category is AP.	Error	The Defined Benefit Employer Contribution field has a value in it which requires removing.	
J.Mem.0013	The Member Employment End Date must be later than the Member Registration Employment Start Date.	Error	Check the employee's start date and end date and update accordingly.	These dates need to be sequential. If an employee started work and ended in the same period, we need to know that the dates are correct.
J.Mem.0014	The Member Employment End Date cannot be later than the contributions pay period end date.	Error	Check the employee's employment end date and update. If this is not the employee's last pay period, please remove the employment end date and submit within the correct period.	We need you to send us the employee's end date in the file that contains their last contributions to make sure their account is correct.

	Message	Severity	How to clear this message	Information
J.Mem.0017	The member's Employment End Reason must be LW, LD, LZ, LF, LV, LT, LR or blank.	Error	Check the employment end reason is correct and update.	We need you to tell us why an employee is leaving so we can update their account correctly
J.Mem.0018	The Member Employment End Reason has been entered so the member must have an Employment End Date.	Error	Check the employment end reason is correct and update or enter an employment end date, else if the member has not ceased employment remove the employment end reason.	We need you to tell us why an employee is leaving so we can update their account correctly
J.Mem.0038	If the contribution Pay Period End date is less than 1 August of the current financial year then the member employment end date must be between 1 July of the previous financial year and the period end date of the contribution. If this is not provided correctly then QSuper may reject the date provided.	Warning	Review the member employment end date and correct as required.	For a government employer, where the contribution pay period end date is less than 1 August of the current financial year, the member employment end date must be between 1 July of the previous year and the period end date of the contribution. Termination date cannot be earlier than the previous year.
J.Mfe.0016	Where the Registration Amendment Reason is either NM, NT or NS, the Hours Paid cannot be negative.	Error	Enter the correct hours paid or review the Registration Amendment Reason.	To make sure the account is calculated correctly, a 'new member' can't have negative hours paid. If you are trying to make an adjustment for an employee who has left, please use a 'leaver' code.
J.Mfe.0018	When the Benefit Category is not AP, Actual Hours Paid must be zero when the Pre Tax and Post Tax Contribution Amounts are zero.	Error	Change the actual hours paid to zero	For our Defined Benefit (DB), State (SP) and Police (PP) accounts, it's really important that hours are reported which are in-line with contributions. This is to make sure that the accounts are calculated correctly.

	Message	Severity	How to clear this message	Information
J.Mfe.0019	When the Benefit Category is not AP and the Pre Tax or Post Tax contributions are positive, then the Actual Hours Paid must also be positive.	Error	Change the actual hours paid to show the hours paid that match the employee contribution.	
J.Mfe.0021	Where the Member's Employment End Date is supplied, the Member Employment End Reason must be LW, LD, LZ, LF, LV, LT or LR.	Error	Check the amendment reason is correct and update or enter an employment end date.	We need you to tell us why an employee is leaving so we can update their account correctly
J.Mfe.0022	When the Benefit Category is not AP and the Pre Tax or Post Tax contributions are positive, then the Actual Hours Paid must also be positive. Please confirm the reported hours are correct.	Warning	Change the actual hours paid to show the hours paid that match the employee contribution.	For a DB benefit category member that has a valid contribution adjustment for a previous period, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.
J.Mfe.0023	When the Employment Start and End Dates are not supplied, the Member Registration Amendment Reason must be EM, EW, EI, ES or EL.	Error	Enter the correct employment status code.	We need you to give us a code for all employees in every contribution file whether there is a change or not
J.Mfe.0027	When the Benefit Category is not AP and negative contributions have been reported, Actual Hours Paid should also be reported as negative. Please confirm the reported hours are correct.	Warning	Change the actual hours paid to show the hours paid that match the employee contribution.	For a DB benefit category member that has a valid contribution adjustment for a previous period, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.
J.Mrg.0001	The Member's Benefit Category must be NG (Non Government).	Error	Check you are loading the file to the right employer or that the benefit category provided for the member is correct. Update with the correct code.	To make sure that we have the right information in your employee accounts, it's important that you report them with their correct category.

	Message	Severity	How to clear this message	Information
J.Mrg.0002	The Member's Benefit Category must be either DB (Defined Benefit), SP (State), AP (Accumulation) or PP (Police).	Error	Check you are loading the file to the right employer or that the benefit category provided for the member is correct. Update with the correct code.	To make sure that we have the right information in your employee accounts, it's important that you report them with their correct category.
J.Mrg.0005	Where the Member's Benefit Category is DB, PP or SP, the Member Registration Employment Status cannot be "Casual".	Error	If the employee is casual, remove the contributions and place into an Accumulation account. If the employee is not casual, remove this status	Our Defined Benefit account can't have any casual employees. If you need to change their account type, please give us a call.
J.Mrg.0009	The Member Registration Amendment Reason must be EM, EW, EI, ES, EL, NM, NT or NS.	Error	Enter the correct employment status code.	We need you to give us a code for all employees in every contribution file whether there is a change or not

All	Member	Employment	Contribution	Employer	Fund

	Message	Severity	How to clear this message	Information
J.Con.0001	The pay period end date must be later than the pay period start date.	Error	Check the pay period end date. You may need to do this by creating a new contribution batch and ensuring that you select "Default" (this should display the correct pay cycle dates for QSuper).	These dates need to be sequential and we need them for every contribution file. For our Queensland Government and related entity employers, these dates will be in line with the cycle number you're summing and Employer Direct will place dates in the file.
J.Con.0002	A Member's Spouse contribution cannot be accepted	Error	Review the contribution data, you may need to correct your payroll system and reload the contribution file.	QSuper does not accept Member Spouse contributions through Employer Direct. Please have your employee call our Member Services team on 1300 360 750 to make alternative arrangements.
J.Con.0003	A Child contribution cannot be accepted	Error	Ensure you have allocated correctly. Otherwise, delete data and adjust in payroll system.	QSuper does not accept Child contributions
J.Con.0004	A Other Third Party contribution cannot be accepted	Error	Ensure you have allocated correctly. Otherwise, delete data and adjust in payroll system.	QSuper does not accept Other Third Party contributions
J.Con.0011	Where the Benefit Category is SP, Personal Contributions cannot be accepted for a member who does not have additional years of service.	Error	Confirm with QSuper the members eligibility for additional years of service, else remove the contribution or place it into the employee's Accumulation account.	

	Message	Severity	How to clear this message	Information
J.Con.0012	The pay period start date must be entered.	Error	Check the pay period start date. You may need to do this by creating a new contribution batch and ensuring that you select "Default" (this should display the correct pay cycle dates for QSuper).	These dates need to be sequential and we need them for every contribution file. For our Queensland Government and related entity employers, these dates will be in line with the cycle number you're summing and Employer Direct will place dates in the file.
J.Con.0013	The Pay Period End Date must be entered.	Error	Check the pay period end date. You may need to do this by creating a new contribution batch and ensuring that you select "Default" (this should display the correct pay cycle dates for QSuper).	These dates need to be sequential and we need them for every contribution file. For our Queensland Government and related entity employers, these dates will be in line with the cycle number you're summing and Employer Direct will place dates in the file.
J.Con.0014	Where the Benefit Category is SP, Salary Sacrificed Contributions cannot be accepted for a member who does not have additional years of service.	Error	Confirm with QSuper the members eligibility for additional years of service, else remove the contribution or place it into the employee's Accumulation account.	
J.Con.0016	A Personal Contribution Amount cannot be accepted for a member aged 75 or greater at the Pay Period Start Date.	Error	Remove the contribution.	Superannuation legislation dictates that personal contributions cannot be accepted by a fund after the member turns 75.
J.Con.0017	A Salary Sacrifice Amount cannot be accepted for a member aged 75 or greater at the Pay Period Start Date.	Error	Remove the contribution.	Superannuation legislation dictates that personal contributions cannot be accepted by a fund after the member turns 75.
J.Con.0018	A Voluntary Amount cannot be accepted for a member aged 75 or greater at the Pay Period Start Date.	Error	Remove the contribution.	Superannuation legislation dictates that personal contributions cannot be accepted by a fund after the member turns 75.

	Message	Severity	How to clear this message	Information
J.Con.0019	A Spouse Contributions Amount cannot be accepted for a member aged 75 or greater at the Pay Period Start Date.	Error	Remove the contribution.	Superannuation legislation dictates that personal contributions cannot be accepted by a fund after the member turns 75.
J.Con.0020	A Child Contributions Amount cannot be accepted for a member aged 18 or greater at the Pay Period Start Date.	Error	Remove the contribution.	Superannuation legislation dictates that personal contributions cannot be accepted by a fund after the member turns 18.
J.Con.0021	An Other Third Party Contributions Amount cannot be accepted for a member aged 75 or greater at the Pay Period Start Date.	Error	Remove the contribution.	Superannuation legislation dictates that personal contributions cannot be accepted by a fund after the member turns 75.
J.Con.0022	Where the Member's Benefit Category is DB, an Award Or Productivity Amount cannot be accepted for a member aged 75 or greater at the Pay Period Start Date.	Error	Remove the contribution.	QSuper Defined Benefit rules dictates that this type of contribution cannot be received for a member with a DB benefit category once the member is 75 or older.
J.Dbc.0004	If the Member Rate and DB Employer Contribution is supplied, either the Member Pre Tax Contribution or the Member Post Tax Contribution amount must contain a value.	Error	Check the member percentage rate. If the employee is on leave without pay enter 0% in this field. If the member is working then confirm the member percentage rate is correct or update the appropriate contribution amount.	To make sure we have the right information to correctly calculate your employee's super – we need both a member percentage rate (which may be zero) and a member contribution amount (which may also be zero).
J.Dbc.0019	This field cannot be populated when the fund USI is 60905115063001.	Error	If the employee is a non-government employee then remove the contribution from the DB Pre Tax Contribution field. If the employee is a government employee then review the USI.	This is the USI for non-government QSuper account (60905115063001) which cannot receive Defined Benefit Contributions.

	Message	Severity	How to clear this message	Information
J.Dbc.0020	This field cannot be populated when the fund USI is 60905115063001.	Error	If the employee is a non-government employee then remove the contribution from the DB Post Tax Contribution field. If the employee is a government employee then review the USI.	This is the USI for non-government QSuper account (60905115063001) which cannot receive Defined Benefit Contributions.
J.Dbc.0021	This field cannot be populated when the fund USI is 60905115063001.	Error	If the employee is a non-government employee, then remove the contribution from the DB Employer Contribution field. If the employee is a government employee then review the USI.	This is the USI for non-government QSuper account (60905115063001) which cannot receive Defined Benefit Contributions.
J.Dbc.0029	A Personal Contribution Amount cannot be accepted for a member aged 75 or greater at the Pay Period Start Date.	Error	Remove the contribution.	Superannuation legislation dictates that personal contributions cannot be accepted by a fund after the member turns 75.
J.Dbc.0030	A Personal Contribution Amount cannot be accepted for a member aged 75 or greater at the Pay Period Start Date.	Error	Remove the contribution.	Superannuation legislation dictates that personal contributions cannot be accepted by a fund after the member turns 75.
J.Dbc.0031	If the Member Rate and DB Employer Contribution is supplied, either the Member Pre-Tax Contribution or the Member Post Tax Contribution must contain a positive value. Please confirm the reported contributions are correct.	Warning	Check the member percentage rate. If the employee is on leave without pay enter 0% in this field. If the member is working then confirm the member percentage rate is correct or update the appropriate contribution amount.	For a DB benefit category member that has a valid contribution adjustment for a previous period, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.

	Message	Severity	How to clear this message	Information
J.Dbr.0053	Where the Benefit Category is PP and the Member does not have additional years of service the Member Rate must be between 0.03 (3.00%) and 0.076 (7.06%).	Error	Check the percentage rate that you're reporting for the employee. If you think the amount is correct, please call us.	Note – a Catch Up letter is sent to the employer with a number of options on how a catch up can be met. It is an employer's obligation to manage and correctly cease the catch up when it has been fully paid.
J.Dbr.0054	Where the Benefit Category is PP and the Member has additional years of service the Member Rate must be between 0.03 (3.00%) and 0.1059 (10.59%).	Error	Check the percentage rate that you're reporting for the employee. If you think the amount is correct, please call us.	
J.Dbr.0055	Where the Benefit Category is SP, the Member Rate must be between 0.02 (2.00%) and 0.0941 (9.41%).	Error	Check the percentage rate that you're reporting for the employee. If you think the amount is correct, please call us.	
J.Dbr.0056	Where the Benefit Category is DB and the Member does not have Catch up, the Member Rate must be between 0.02 (2.00%) and 0.0588 (5.88%).	Error	Check the percentage rate that you're reporting for the employee. If you think the amount is correct, please call us.	
J.Dbr.0057	Where the Benefit Category is DB and the Member has Catch up, the Member Rate must be between 0.02 (2.00%) and 0.1059 (10.59%).	Error	Check the percentage rate that you're reporting for the employee. If you think the amount is correct, please call us.	
J.Dbr.0058	Where the Benefit Category is DB and the Member has Catch up, the Member Rate must be between 0.03 (3.00%) and 0.1059 (10.59%).	Error	Check the percentage rate that you're reporting for the employee. If you think the amount is correct, please call us.	For a DB benefit category member that has a valid contribution adjustment for a previous period, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.

	Message	Severity	How to clear this message	Information
J.Mfe.0004	The Employer Contribution is outside of tolerance. Please check Pre Tax contributions.	Error	Check the member & employer contributions and adjust accordingly.	For our Defined Benefit, State and Police accounts the employer contribution is proportionate to the member contribution. This message is telling you that either the member contribution or the employer contribution is not correct. The formula for employer contributions can be found on our website.
J.Mfe.0006	The Employer Contribution is outside of tolerance. Please check Post Tax contributions.	Error	Check the member & employer contributions and adjust accordingly.	For our Defined Benefit, State and Police accounts the employer contribution is proportionate to the member contribution. This message is telling you that either the member contribution or the employer contribution is not correct. The formula for employer contributions can be found on our website.
J.Mfe.0007	The Employer Contribution is outside of tolerance. Please check Pre Tax contributions.	Error	Check the member & employer contributions and adjust accordingly.	For our Defined Benefit, State and Police accounts the employer contribution is proportionate to the member contribution. This message is telling you that either the member contribution or the employer contribution is not correct. The formula for employer contributions can be found on our website.

	Message	Severity	How to clear this message	Information
J.Mfe.0008	Where the Benefit Category is AP, if the member has Pre Tax or Post Tax contributions, the Superannuation Guarantee Amount must be supplied.	Error	Check the employer contribution and update the appropriate employer contribution amount.	For our Defined Benefit, State and Police accounts the employer contribution is proportionate to the member contribution. This can also apply to AP category if member has Pre-Tax or Post-tax contributions. The message is telling you that there is no employer contribution in the file. The formula for employer contributions can be found on our website.
J.Mfe.0009	The Registration Member Rate must be supplied when either a Pre Tax or Post Tax contribution is supplied.	Error	Check the member percentage rate. If the employee is on leave without pay enter 0% in this field. If the member is working then update the appropriate percentage rate.	
J.Mfe.0012	Where the Benefit Category is AP, SP or PP, an Award or Productivity Amount cannot be entered.	Error	Remove amount and place it in an employer contribution field.	This is used for employees with a Defined Benefit account only.
J.Mfe.0025	Where the Member Registration Amendment reason is NM, NT or NS, negative contributions cannot be accepted. (J.Mfe.0025)	Error	Review the member and the Member Registration Amendment reason or the contribution amounts.	Where the Member Registration Reason is NM, NT or NS (for QSuper) then negative contributions cannot be accepted.
J.Mfe.0026	When the Benefit Category is not AP and negative contributions have been reported, Actual Hours Paid should also be reported as negative.	Error	Check the hours paid and update with the correct hours.	We need for you to report negative hours paid when you are recalling contributions. This is to make sure that our Defined Benefit, State or Police account benefits are calculated correctly.
J.Mfe.0028	When the Benefit Category is DB and the Award or Productivity Amount is supplied, Ordinary Time Earnings must also be supplied.	Error	Enter the employee's Ordinary Times Earnings salary in the field.	This field is used for OTE 'top up' amounts. It was previously called 'OC difference'. We need the OTE salary whenever you send through an amount in this field.

	Message	Severity	How to clear this message	Information
J.Mfe.0030	When the Benefit Category is DB, SP or PP please check that the Employer Contribution, Member Pre Tax or Post Tax contribution fields are provided.	Error	• If the Pre and Post fields are 0.00 or empty then employer contribution must be empty or 0.00 • If the Pre or Post fields have an amount > 0.00 then the employer contribution must be > 0.00	Check payroll system to check calculations. Also determine if the member has been created with the correct category in the portal.
J.Mfe.0031	The Employer Contribution is outside of tolerance. Please check Post Tax contributions.	Error	Correct the employer contribution.	Check payroll system to check calculations. Also determine if the member has been created with the correct category in the portal.
J.Mfe.0032	The Employer Contribution is outside of tolerance. Please check Pre Tax contributions.	Warning	Review the Employer and member Pre Tax contribution amounts.	For a DB benefit category member, where a valid backdated salary increase is to be applied for a member, there will be a valid contribution adjustment required, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.
J.Mfe.0033	The Employer Contribution is outside of tolerance. Please check Post Tax contributions.	Warning	Review the Employer and member Post Tax contribution amounts.	For a DB benefit category member, where a valid backdated salary increase is to be applied for a member, there will be a valid contribution adjustment required, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.
J.Mfe.0034	The Employer Contribution is outside of tolerance. Please check Post Tax contributions.	Warning	Review the Employer and member Post Tax contribution amounts.	For a SP benefit category member, where a valid backdated salary increase is to be applied for a member, there will be a valid contribution adjustment required, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.

	Message	Severity	How to clear this message	Information
J.Mfe.0035	The Employer Contribution is outside of tolerance. Please check Pre Tax contributions.	Warning	Review the Employer and member Pre Tax contribution amounts.	For a SP benefit category member, where a valid backdated salary increase is to be applied for a member, there will be a valid contribution adjustment required, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.
J.Mfe.0036	The Employer Contribution is outside of tolerance. Please check the Post Tax contributions.	Error	Review the Employer and member Post Tax contribution amounts.	Defined Benefit Member Contribution = Actual Periodic Salary or Wages Earned * Defined Benefit Member Rate * Actual Hours Paid / Full Time Hours
J.Mfe.0037	The Employer Contribution is outside of tolerance. Please check the Pre Tax contributions.	Error	Review the Employer and member Pre Tax contribution amounts.	Defined Benefit Member Contribution = Actual Periodic Salary or Wages Earned * Defined Benefit Member Rate * Actual Hours Paid / Full Time Hours
J.Mfe.0038	The Employer Contribution is outside of tolerance. Please check the Post Tax contributions.	Warning	Review the Employer and member Post Tax contribution amounts.	For a PP benefit category member, where a valid backdated salary increase is to be applied for a member, there will be a valid contribution adjustment required, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.
J.Mfe.0039	The Employer Contribution is outside of tolerance. Please check the Pre Tax contributions.	Warning	Review the Employer and member Pre Tax contribution amounts.	For a PP benefit category member, where a valid backdated salary increase is to be applied for a member, there will be a valid contribution adjustment required, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.

	Message	Severity	How to clear this message	Information
J.Mfe.0040	The Employer Contribution is outside of tolerance. Please check the Post Tax contributions.	Error	Employer contribution must be in the correct ratio of Post Tax contribution. This is for police members with a benefit category of DB.	Check payroll system to check contribution calculations. Also determine if the member has the correct benefit category.
J.Mfe.0041	The Employer Contribution is outside of tolerance. Please check Pre Tax contributions.	Error	Employer contribution must be in the correct ratio of Post Tax contribution. This is for police members with a benefit category of DB.	Check payroll system to check contribution calculations. Also determine if the member has the correct benefit category.
J.Mfe.0042	The Employer Contribution is outside of tolerance. Please check Post Tax contributions.	Warning	Employer contribution must be in the correct ratio of Post Tax contribution. This is for police members with a benefit category of DB.	For a DB benefit category member, where a valid backdated salary increase is to be applied for a member, there will be a valid contribution adjustment required, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.
J.Mfe.0043	The Employer Contribution is outside of tolerance. Please check Pre Tax contributions.	Warning	Employer contribution must be in the correct ratio of Pre Tax contribution. This is for police members with a benefit category of DB.	For a DB benefit category member, where a valid backdated salary increase is to be applied for a member, there will be a valid contribution adjustment required, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.
J.Mfe.0044	The Member Pre Contribution calculation is not correct.	Error	For a member with a benefit category of DB the defined benefit member pre contribution amount must be in the correct ratio of the DB employer contribution amount.	Defined Benefit Member Pre Tax Contribution = Actual Periodic Salary or Wages Earned * Defined Benefit Member Rate * Actual Hours Paid / Full Time Hours

	Message	Severity	How to clear this message	Information
J.Mfe.0045	The Member Post Contribution calculation is not correct.	Error	For a member with a benefit category of DB the defined benefit member post contribution amount must be in the correct ratio of the DB employer contribution amount.	Defined Benefit Member Contribution = Actual Periodic Salary or Wages Earned * Defined Benefit Member Rate * Actual Hours Paid / Full Time Hours
J.Mfe.0046	The Member Pre Contribution calculation is not correct.	Error	For a member with a benefit category of SP the defined benefit member pre contribution amount must be in the correct ratio of the DB employer contribution amount.	Defined Benefit Member Contribution = Actual Periodic Salary or Wages Earned * Defined Benefit Member Rate * Actual Hours Paid / Full Time Hours
J.Mfe.0047	The Member Post Contribution calculation is not correct.	Error	For a member with a benefit category of DB the defined benefit member post contribution amount must be in the correct ratio of the DB employer contribution amount.	Defined Benefit Member Contribution = Actual Periodic Salary or Wages Earned * Defined Benefit Member Rate * Actual Hours Paid / Full Time Hours
J.Mfe.0048	The Member Post Contribution calculation is not correct.	Error	For a member with a benefit category of PP the defined benefit member pre contribution amount must be in the correct ratio of the DB employer contribution amount.	Defined Benefit Member Contribution = Actual Periodic Salary or Wages Earned * Defined Benefit Member Rate * Actual Hours Paid / Full Time Hours
J.Mfe.0049	The Member Post Contribution calculation is not correct.	Error	For a member with a benefit category of PP the defined benefit member post contribution amount must be in the correct ratio of the DB employer contribution amount.	Defined Benefit Member Contribution = Actual Periodic Salary or Wages Earned * Defined Benefit Member Rate * Actual Hours Paid / Full Time Hours

	Message	Severity	How to clear this message	Information
J.Mfe.0050	Negative contributions are not permitted	Error	Review the contribution fields and remove or correct any negative contributions.	Where the USI is 60905115063001 (non-government QSuper members) then negative contributions cannot be accepted.
J.Mfe.0051	Negative contributions are not permitted	Error	Review the contribution fields and remove or correct any negative contributions.	Where the USI is 60905115063001 (non-government QSuper members) then negative contributions cannot be accepted.
J.Mfe.0052	Negative contributions are not permitted	Error	Review the contribution fields and remove or correct any negative contributions.	Where the USI is 60905115063001 (non-government QSuper members) then negative contributions cannot be accepted.
J.Mfe.0053	Negative contributions are not permitted	Error	Review the contribution fields and remove or correct any negative contributions.	Where the USI is 60905115063001 (non-government QSuper members) then negative contributions cannot be accepted.
J.Mfe.0054	Negative contributions are not permitted	Error	Review the contribution fields and remove or correct any negative contributions.	Where the USI is 60905115063001 (non-government QSuper members) then negative contributions cannot be accepted.
J.Mfe.0055	Negative contributions are not permitted	Error	Review the contribution fields and remove or correct any negative contributions.	Where the USI is 60905115063001 (non-government QSuper members) then negative contributions cannot be accepted.
J.Mfe.0056	Negative contributions are not permitted	Error	Review the contribution fields and remove or correct any negative contributions.	Where the USI is 60905115063001 (non-government QSuper members) then negative contributions cannot be accepted.
J.Mfe.0057	Negative contributions are not permitted	Error	Review the contribution fields and remove or correct any negative contributions.	Where the USI is 60905115063001 (non-government QSuper members) then negative contributions cannot be accepted.

	Message	Severity	How to clear this message	Information
J.Mfe.0058	Contributions cannot be accepted for a member who has left the fund. Please contact QSuper for assistance.	Warning		
J.Mfe.0059	The member has exited the fund, negative contributions cannot be accepted	Error	Remove the negative contribution.	Contributions cannot be recalled where the member has exited QSuper.
J.Mfe.0060	The member has exited the fund, negative contributions cannot be accepted	Error	Remove the negative contribution.	Contributions cannot be recalled where the member has exited QSuper.
J.Mfe.0061	The member has exited the fund, negative contributions cannot be accepted	Error	Remove the negative contribution.	Contributions cannot be recalled where the member has exited QSuper.
J.Mfe.0062	The member has exited the fund, negative contributions cannot be accepted	Error	Remove the negative contribution.	Contributions cannot be recalled where the member has exited QSuper.
J.Mfe.0063	The member has exited the fund, negative contributions cannot be accepted	Error	Remove the negative contribution.	Contributions cannot be recalled where the member has exited QSuper.
J.Mfe.0064	The member has exited the fund, negative contributions cannot be accepted	Error	Remove the negative contribution.	Contributions cannot be recalled where the member has exited QSuper.
J.Mfe.0065	The member has exited the fund, negative contributions cannot be accepted	Error	Remove the negative contribution.	Contributions cannot be recalled where the member has exited QSuper.
J.Mfe.0066	The member has exited the fund, negative contributions cannot be accepted	Error	Remove the negative contribution.	Contributions cannot be recalled where the member has exited QSuper.
J.Mfe.0070	The Member Pre Tax Contribution calculation is outside the usual tolerance. Please confirm the calculated contribution is correct.	Warning	For a member with a benefit category of DB review the defined benefit member Pre Tax contribution amount.	For a DB benefit category member, where a valid backdated salary increase is to be applied for a member, there will be a valid contribution adjustment required, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.

	Message	Severity	How to clear this message	Information
J.Mfe.0071	The Member Post Tax Contribution calculation is outside the usual tolerance. Please confirm the calculated contribution is correct.	Warning	For a member with a benefit category of DB review the defined benefit member Post Tax contribution amount.	For a DB benefit category member, where a valid backdated salary increase is to be applied for a member, there will be a valid contribution adjustment required, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.
J.Mfe.0072	The Member Pre Tax Contribution calculation is outside the usual tolerance. Please confirm the calculated contribution is correct.	Warning	For a member with a benefit category of SP review the defined benefit member Pre Tax contribution amount.	For a SP benefit category member, where a valid backdated salary increase is to be applied for a member, there will be a valid contribution adjustment required, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.
J.Mfe.0073	The Member Post Tax Contribution calculation is outside the usual tolerance. Please confirm the calculated contribution is correct.	Warning	For a member with a benefit category of SP review the defined benefit member Post Tax contribution amount.	For a SP benefit category member, where a valid backdated salary increase is to be applied for a member, there will be a valid contribution adjustment required, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.
J.Mfe.0074	The Member Pre Tax Contribution calculation is outside the usual tolerance. Please confirm the calculated contribution is correct.	Warning	For a member with a benefit category of PP review the defined benefit member Pre Tax contribution amount.	For a PP benefit category member, where a valid backdated salary increase is to be applied for a member, there will be a valid contribution adjustment required, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.

	Message	Severity	How to clear this message	Information
J.Mfe.0075	The Member Post Tax Contribution calculation is outside the usual tolerance. Please confirm the calculated contribution is correct.	Warning	For a member with a benefit category of PP review the defined benefit member Post Tax contribution amount.	For a PP benefit category member, where a valid backdated salary increase is to be applied for a member, there will be a valid contribution adjustment required, then enter 01/07/20XX (start of the current FY) into the Defined Benefit Annual Salary 1 Start Date field.
J.Mfe.0076	Where the Benefit Category is not AP, the Actual Periodic Salary must be greater than zero.	Error	For a non AP member, supply the Actual Periodic Salary.	An active non AP member will never have a negative or zero Actual Periodic Salary.

	Message	Severity	How to clear this message	Information
J.Emp.0001	The employer ABN must pass the check digit test.	Error	Enter the correct ABN. Make sure there are no hyphens or spaces.	
J.Emp.0002	The Fund Employer Number must contain alphabetic or numeric characters, and can be up to 6 characters in length.	Error	Check the correct Fund Employer Number (FEN) has been entered - this is your non-government FEN. Update if incorrect.	Your FEN (also known as your employer ID) has been given to you by us. If you're not sure what your FEN is, please give us a call.

Please note that some employers have more than one FEN so you'll need to check that the employee has the right FEN attached to them. |
| J.Emp.0003 | The Fund Employer Number must contain numbers only, and can be up to 6 numbers in length. | Error | Check the correct Fund Employer Number (FEN) has been entered - this is your government FEN. Update if incorrect. | |

	Message	Severity	How to clear this message	Information
J.Mrg.0004	The Member Fund registration Date, if supplied, cannot be in the future.	Error	For a new member registration, the registration date cannot be in the future, change the date.	
J.Pye.0001	The Fund ABN must pass the check digit test.	Error	Update with the correct ABN for the super fund you're sending money to. Make sure the ABN doesn't have any hyphens or spaces.	If you are paying choice contributions to other super funds, you will have more than one ABN.
J.Pye.0002	The Fund Payment Method must be "DirectDebit" or "DirectCredit".	Error	Either Direct Debit or Direct Credit must be selected.	It's important that this information is correct, especially if you're paying contributions to a SMSF. A SMSF may not have a Unique Superannuation Fund Identifier (USI) and this is the only way we can get the contributions to the right place.
J.Pye.0006	The Fund BSB must be supplied for a Direct Credit payment.	Error	Update the field with the BSB for the super fund you're paying to.	

J.Pye.0008	The Fund Account Number must be supplied for a Direct Credit payment.	Error	Update the field with the account number for the super fund you're paying to.	If you're unsure of what information to include and the contributions are for a SMSF, you'll need to call your employee for the details.
J.Pye.0009	The Fund Account Name must be supplied for a Direct Credit payment.	Error	Update the field with the account name for the super fund you're paying to.	
J.Pye.0010	Either the Fund ABN or the Fund USI must be supplied.	Error	Update with either the super fund's ABN or USI.	These unique identifiers are used by Employer Direct to confirm that where you're sending contributions to is a complying fund.
J.Pye.0011	For the Selected Schedule Type, you can contribute only to QSuper Default Accounts.	Error	Delete the contribution batch and create a new one by selecting 'Default' (if you are paying to QSuper) and / or 'Choice' if you are paying to other superannuation funds.	If you are paying contributions to QSuper then you must select 'Default' and if you are paying contributions to other funds you must select 'Choice'. It is possible to select both options or only one depending on which superannuation funds you are paying contributions to.
J.Pye.0012	For the Selected Schedule Type, you can contribute only to Choice Funds.	Error	Delete the contribution batch and create a new one by selecting 'Default' (if you are paying to QSuper) and / or 'Choice' if you are paying to other superannuation funds.	
J.Pye.0013	The SMSF must be Compliant	Error	Select alternative fund or delete record	Confirm with employee or ATO that the fund is still compliant. Contributions can only be paid into ATO complying SMSF.
J.Pye.0014	You cannot submit to a closed fund	Error	Select alternative fund or delete record	This is a closed fund

5.   SMSF Validations

Error Code	Error Message	Severity	How to clear this message	Information
SMSF.E1	The ABN must be eleven digits in length.	Error	Review the ABN you have entered in for the SMSF it must be eleven digits in length.	Contact the employee for the correct information.
SMSF.E2	The SMSF ESA cannot be blank.	Error	A valid ESA must be provided.	
SMSF.E4	The BSB Number must be 6 digits long.	Error	The SMSF Bank BSB must be 6 digits.	
SMSF.E5	The SMSF Account Name cannot be blank.	Error	The SMSF Bank Account name must be provided.	
SMSF.E6	The Account Number must be 9 digits long.	Error	The SMSF Account Number must be 9 digits.	

6. Validations in the Employer Maintenance screen

The Employer Maintenance screen is checked when you save any information.

Error Code	Error Message	Severity	How to clear this message	Information
J.E1	The employer ABN must pass the check digit test	Error	Update the field with the correct ABN for your employer. Make sure you don't have any hyphens or spaces.	
J.E3	When the country code is AU then the employer's State or Territory must be supplied.	Error	Enter the correct State or Territory.	
J.E4	The Direct Debit BSB must be supplied for the Direct Debit payment method.	Error	Check the BSB for the account we'll be debiting for payments to us.	These fields are entered by us from your Direct Debit agreement form.

If any of these fields are wrong, please give us a call. |
J.E5	The Direct Debit Account Number must be supplied for the Direct Debit payment method.	Error	Check the account number for the account we'll be debiting for payments to us.	
J.E6	The Direct Debit Account Name must be supplied for the Direct Debit payment method	Error	Check the account name for the account we'll be debiting for payments to us.	
J.E8	When the Country Code is AU then the Employer's Postcode must be supplied.	Error	Enter the correct postcode. If the address is not within Australia then no information should be supplied within this field.	
J.E9	The Employer's Postcode, if entered, must be in the range 0200 to 0299, 0800 to 7499 or 7800 to 9799.	Error	Check the postcode and update with the correct one.	

Error Code	Error Message	Severity	How to clear this message	Information
J.E10	When the schedule frequency is weekly, the pay cycle number cannot be greater than 52.	Error	For Default (QSuper) contributions, if this information is missing, please give us a call.	For contributions you pay to us, the pay cycle is determined at the beginning of the year and can't be changed during the year.

For contributions you are paying to other super funds, including SMSFs, you can set up cycles that have a different frequency. |
J.E11	When the schedule frequency is fortnightly, the pay cycle number cannot be greater than 26.	Error		
J.E12	When the schedule frequency is four-weekly, the pay cycle number cannot be greater than 13.	Error		
J.E13	When the schedule frequency is monthly, the pay cycle number cannot be greater than 12.	Error		
J.E14	When the schedule frequency is quarterly, the pay cycle number cannot be greater than 4.	Error		
J.E15	When the schedule frequency is half-yearly, the pay cycle number cannot be greater than 2.	Error		
J.E16	When the schedule frequency is yearly, the pay cycle number must be 1.	Error		
J.E17	A Default Fund must be set.	Error		

7.   User Maintenance validations

The User Maintenance screen is checked when you save any information.

Error Code	Error Message	Severity	How to clear this message	Information
R.E1	The User Id cannot be blank.	Error	Enter in a user name.	
R.E2	Password must contain nonblank characters only and must be more than 4 characters in length.	Error	Ensure the password is longer than 4 characters and contains no blank spaces.	
R.E3	The User Lastname must contain alphabetic characters, apostrophe, hyphen or space and must be between 1 and 40 characters in length.	Error	Ensure the users last name contains alphabetic characters and is between 1 and 40 characters in length.	

Error Code	Error Message	Severity	How to clear this message	Information
R.E4	In the User Lastname, multi-word names must be separated by a single space.	Error	Ensure the user last name, if contains multi word names, are separated by a single space. For example "Smith Apple".	
R.E5	In the User Lastname, you cannot enter a space after "Mc" or "Mac".	Error	Ensure that the user last name does not contain a space after Mc or Mac.	
R.E6	In the User Lastname, you cannot enter a space before or after a hyphen.	Error	Ensure that the user last name does not contain a space before or after a hyphen. For example "Smith-Apple".	
R.E7	The User Firstname must contain alphabetic characters, apostrophe, hyphen or space and must be between 1 and 40 characters in length.	Error	Ensure the user first name contains alphabetic characters and is between 1 and 40 characters in length.	
R.E8	In the User Firstname, multi-word names must be separated by a single space.	Error	Ensure the user first name, if contains multi word names, are separated by a single space. For example "Pamela Jane".	
R.E9	In the User Firstname, you cannot enter a space before or after a hyphen.	Error	Ensure the user first name, if contains multi word names, are separated by a single space. For example "Jane-Marie".	
R.E10	The Email Address, if entered, must be a valid format.	Error	Ensure that the email address is valid. For example myname@internetprovider.com.au	
R.E11	The User's Landline Area Code must be 02, 03, 04, 07 or 08	Error	Review the landline area code entered in and correct.	
R.E12	The Landline must be numbers only, and must be no more than 16 numbers in length	Error	Ensure that the landline contains only numbers and is no longer than 16 numbers.	
R.E13	The Mobile Phone must be 10 numbers in length, commencing with '04'	Error	Ensure the mobile phone is 10 numbers in length and commences with 04.	
R.E14	The User Id must contain alphabetic characters, apostrophe, hyphen or space and must be between 1 and 40 characters in length.	Error	Ensure the user name entered in contains alphabetic characters and is between 1 and 40 characters long.	

8.   Fields not use by QSuper

The following fields are visible in Employer Direct but are not used by us. If you see any of these messages you need to delete the information from that field.

You may need to use these fields if you are making contributions via Employer Direct for other super funds.

Error	Fields not used by QSuper	Error Message
J.Dbc.0011	DB Notional Member Pre-Tax Contribution	The Notional Member Pre-Tax Contribution cannot be entered.
J.Dbc.0012	DB Notional Member Post-Tax Contribution	The Notional Member Post-Tax Contribution cannot be entered.
J.Dbc.0013	DB Notional Employer Contribution	The Notional Employer Contribution cannot be entered.
J.Dbc.0014	DB Superannuable Allowances Paid	The Superannuable Allowances Paid cannot be entered.
J.Dbc.0015	DB Notional Superannuable Allowances	The Notional Superannuable Allowances cannot be entered.
J.Dbc.0016	DB Service Fraction	The Service Fraction cannot be entered.
J.Dbr.0049	DB Employee Location Id Start Date	The Registration Employee Location Id Start Date cannot be entered.
J.Dbr.0050	DB Employee Location Id End Date	The Registration Employee Location Id End Date cannot be entered.
J.Dbr.0046	DB Annual Salary For Insurance Effective Date	The Registration Annual Salary For Insurance Effective Date cannot be entered.
J.Dbr.0047	DB Employee Status Effective Date	The Registration Employee Status Effective Date cannot be entered.
J.Dbr.0041	DB Leave Without Pay Code	The Registration Leave Without Pay Code cannot be entered.
J.Dbr.0042	DB Leave Without Pay Code Start Date	The Registration Leave Without Pay Code Start Date cannot be entered.
J.Dbr.0043	DB Leave Without Pay Code End Date	The Registration Leave Without Pay Code End Date cannot be entered.
J.Dbr.0013	DB Member Rate Start Date	The Registration Member Rate Start Date cannot be entered.
J.Dbr.0014	DB Member Rate End Date	The Registration Member Rate End Date cannot be entered.
J.Dbr.0006	DB Employer Rate	The Registration Employer Rate cannot be entered.
J.Dbr.0066	DB Annual Salary 1 End Date DB Annual Salary 1	The Annual Salary, Annual Salary Start Date and Annual Salary End Date must not be entered in.
J.Dbr.0067	DB Annual Salary 2 End Date DB Annual Salary 2	The Annual Salary 2, Annual Salary Start Date 2 and Annual Salary End Date 2 must not be entered in.
J.Dbr.0068	DB Annual Salary 3 End Date DB Annual Salary 3	The Annual Salary 3, Annual Salary Start Date 3 and Annual Salary End Date 3 must not be entered in.

| J.Dbr.0064 | DB Annual Salary 4 End Date
DB Annual Salary 4 | The Annual Salary 4, Annual Salary Start Date 4 and Annual Salary End Date 4 must not be entered in. |
| J.Dbr.0065 | DB Annual Salary 5 End Date
DB Annual Salary 5 | The Annual Salary 5, Annual Salary Start Date 5 and Annual Salary End Date 5 must not be entered in. |

9. Choice fund rules

These are validations that may appear if you are using Employer Direct to pay contributions to other super funds. If you have questions about these validations you'll need to contact the other super fund for help.

If you can't get the correct information in time, you'll need to remove the information from the file otherwise you won't be able to submit it to us.

Error	Fund	Error Message
J.Mem.0020	Colonial First State Super	For the CFS ROLLOVER & SUPERANNUATION product the Member ID must commence with "060".
J.Mem.0021		For the CFS FIRSTCHOICE PERSONAL SUPER product the Member ID must commence with "010".
J.Mem.0022		For the CFS FIRSTCHOICE EMPLOYER SUPER product the Member ID must commence with "065".
J.Mem.0023		For the CFS FIRSTCHOICE WHOLESALE PERSONAL SUPER product the Member ID must commence with "011".
J.Mem.0024	OnePath Integra Super	For the ONEPATH INTEGRA - SUPER FOR EMPLOYERS product the Member ID must be 11 numbers.
J.Mem.0025		For the ONEPATH CORPORATE SUPERANNUATION MASTERTRUST product the Member ID must be 13 characters.
J.Mem.0026		For the ING DIRECT SUPERANNUATION product the Member ID must be 6 numbers.
J.Mem.0027	North Personal	For the NORTH PERSONAL SUPERANNUATION product the Member ID must commence with "Y" followed by 8 characters.
J.Mem.0031	SunSuper	For the SunSuper product the Member ID must be between 4 and 16 numbers.
J.Mem.0032	Australian Catholic Super	For the AUSTRALIAN CATHOLIC SUPERANNUATION & RETIREMENT product the Member ID must end with a number.
J.Mem.0033	Fiducian	For this FIDUCIAN product the Member ID must not commence with "LPS".
J.Con.0023 J.Con.0024 J.Con.0025 J.Con.0026 J.Con.0027 J.Con.0028 J.Con.0029 J.Con.0030	All other Super Funds	Negative contributions are not allowed for Choice funds. Remove/adjust the file.
J.Dbc.0017		When the Service Fraction is entered then the Effective Date must also be entered.
J.Dbc.0018 J.Dbc.0023		When the Service Fraction Effective Date is entered, it must lie between the Contribution Pay Period Start and End Dates.

Error	Fund	Error Message
J.Dbc.0024		Negative contributions are not allowed for Choice funds. Remove/adjust the file.
J.Dbc.0025		
J.Dbc.0026		
J.Dbc.0027		
J.Dbc.0028		
J.Dbr.0004		When the Registration Service Fraction is entered then the Service Fraction Start and End Dates must also be entered.
J.Dbr.0005		When the Registration Service Fraction End Date is entered then it must be no earlier than the Registration Service Fraction Start Date.
J.Dbr.0009		When the Registration Employer Rate is entered then the Registration Employer Rate Start and End Dates must also be entered.
J.Dbr.0010		When the Registration Employer Rate End Date is entered then it must be no earlier than the Registration Employer Rate Start Date.
J.Dbr.0015		When the Registration Member Rate is entered then the Registration Member Rate Start and End Dates must also be entered for Choice products.
J.Dbr.0020		When the Registration Annual Salary 1 Dates are entered then the Registration Annual Salary 1 End Date must be no earlier than the Registration Annual Salary 1 Start Date.
J.Dbr.0025		When the Registration Annual Salary 2 Dates are entered then the Registration Annual Salary 2 End Date must be no earlier than the Registration Annual Salary 2 Start Date.
J.Dbr.0030		When the Registration Annual Salary 3 Dates are entered then the Registration Annual Salary 3 End Date must be no earlier than the Registration Annual Salary 3 Start Date.
J.Dbr.0035		When the Registration Annual Salary 4 Dates are entered then the Registration Annual Salary 4 End Date must be no earlier than the Registration Annual Salary 4 Start Date.
J.Dbr.0040		When the Registration Annual Salary 5 Dates are entered then the Registration Annual Salary 5 End Date must be no earlier than the Registration Annual Salary 5 Start Date.
J.Dbr.0044		When the Registration Leave Without Pay Code is entered then the Leave Without Pay Code Start and End Dates must also be entered.
J.Dbr.0045		When the Registration Leave Without Pay Code Dates are entered then the Registration Leave Without Pay Code End Date must be no earlier than the Registration Leave Without Pay Code Start Date.
J.Dbr.0051		When the Registration Employee Location Identifier is entered then the Registration Employee Location Id Start and End Dates must also be entered.
J.Dbr.0052		When the Registration Employee Location Identifier Dates are entered then the Registration Employee Location Id End Date must be no earlier than the Registration Employee Location Id Start Date.
J.Dbr.0059		If one of the Annual Salary Start Date, Annual Salary End Date or Annual Salary fields is entered in then all fields must be entered in.
J.Dbr.0060		
J.Dbr.0061		
J.Dbr.0062		
J.Dbr.0063		
J.Mfe.0067		This member has no contribution amounts entered, please enter in a contribution amount. (Contribution amounts must be provided as the SuperStream format

Error	Fund	Error Message
		requires at least one contribution field to be populated with a positive amount.)
J.Mfe.0068		Negative contributions are not permitted. (The contribution amounts must be populated with a positive amount.)
J.Mrg.0003		The Member Annual Salary For Contributions Effective End Date, if supplied, must be later than the Member Annual Salary For Contributions Effective Start Date

Appendix 1: Additional information about fields

Name Fields

The name fields are: family names, given names other given names, titles and Suffixes. Titles and suffixes have been sourced from the Australian Standard AS4590 - Interchange of client information.

Field Name	Rule	Severity	How to clear this message
Family, Given and Other Given Names	Alphabetic Maximum 40 characters including: apostrophes (') hyphens (-) and spaces.	Error	Remove any invalid characters and/or reduce characters to a maximum of 40. If you have an employee whose name exceeds 40 characters, call our Employer Help Desk.
Titles and Suffixes	Only valid titles and suffixes allowed	Error	Enter the correct title or suffix.

Additional Rules

- Multi-word names can be separated by a single hyphen (-) with no spaces before or after the hyphen (-). For example: Mary-Jane Smith.
- No spaces after 'Mc' or 'Mac. For example MacDonald or McDonald
- No spaces before or after and apostrophe ('). For example O'Connor

Address Fields

The address fields are: address usage code, address lines 1, 2, 3 and 4, locality, postcode and country codes.

Field Name	Rule	Severity	How to clear this message
Address lines 1,2,3, and 4	Alpha Numeric Maximum 50 characters including: apostrophes (') hyphens (-) brackets (), forward slashes (/) and spaces.	Error	Remove any invalid characters and/or reduce characters to a maximum of 50 per field
Address usage code	Only RES or POS	Error	Correct to either residential (RES) or postal (POS)
Locality	Alpha Numeric Maximum 50 characters including (')apostrophe (-) hyphen ( )space	Error	Remove any invalid characters and/or reduce characters to a maximum of 50 per field
Postcode	Numeric only maximum of 4 digits	Error	Enter the correct postcode
Postcode	When the Country Code is not AU then the Member's Postcode must be blank.	Error	Review the Postcode and Country Code that have been entered in.
State	Only valid States ACT, NSW, QLD, TAS, NT, SA, VIC, WA or AAT	Error	Enter the correct state.
State	Where the country code is not AU, then the member's State or Territory must be blank.	Error	Review the country code and the state/territory.
Country codes	Only valid country codes can be used. These have been	Error	If the country code is for Australia (AU) then enter the correct state.

	sourced from *International standard ISO 3166-2 Country Codes*		If the employee is residing overseas, enter the correct country code.

Member Data Fields

There are validations over many of the data fields to make sure that the formatting is correct.

Field Name	Rule	Severity	How to clear this message
TFN	Numeric only Maximum 9 numbers No spaces or hyphens between numbers	Error	Check that all 9 digits are populated and that there are no spaces or hyphens.
Email address	Alpha Numeric Maximum 200 characters Must contain the @ symbol No spaces	Error	Check that the email address contains an at sign (@), and that there are no spaces.
Telephone Landline	Numeric only Maximum 10 numbers No spaces or hyphens between numbers Should commence with a 2 digit area code	Error	Check that the number starts with the two digit area code, that it has no more than 10 digits and that there are no spaces or hyphens. For example: 0732391124
Telephone Mobile	Numeric only Maximum 10 numbers No spaces or hyphens between numbers Must commence with 04	Error	Check that the number starts with a 04, that it has no more than 10 digits and that there are no spaces or hyphens.
Gender	Only valid values 1 – Male 2 – Female 3 – Intersex or indeterminate 0 – Not stated	Error	Enter one of the valid values
Member Client Identifier	Alpha numeric Maximum 16 characters	Error	If this is a new member, remove the characters. For new members this field must be left blank. For other members, Employer Direct will populate this field if it can match the members detail with an existing member record.
Payroll Number Identifier	Numeric only Maximum 20 numbers	Error	Reduce to 20 characters or less. If your payroll number is greater than 20 characters, call the Employer Help Desk.
At Work Indicator	If entered must be True or False	Error	Correct value to true or false, or leave blank
Insurance Opt Out Indicator	If entered must be True or False	Error	Correct value to true or false, or leave blank. This field should be blank or false unless the member has elected to not

			have insurance with their superannuation fund. Please note that QSuper account holders must contact us to remove or change their insurance.

General Field Validations

These validations relate to all contributions fields, salary, rate and hours fields within the file.

Condition	Rule	Severity	How to clear this message
Contribution types	Numeric only 2 decimal places If there is no value, must be 0.00	Error	Correct amount to 2 decimal places If there is no value populate with 0.00
Salaries	Numeric only 2 decimal places If there is no value, must be 0.00	Error	Correct amount to 2 decimal places If there is no value populate with 0.00
Rates	Numeric only Maximum 5 decimal	Error	Correct amount to 2 decimal places or where required up to 5 decimal places
Hours	Numeric only 2 decimal places	Error	Correct amount to 2 decimal places Hours are expressed as a fraction, for example thirty-six hours and fifteen minutes would be 36.25

Appendix 2: QSuper Benefit Categories

Benefit Category	Description
DB	Defined Benefit account (closed to new members)
AP	Accumulation account (existing Government arrangements CAC & BAC)
SP	State account (closed to new members)
PP	Police account (closed to new members)
NG	QSuper Choice (Non-Government Accumulation Account)

Appendix 3: Address Examples

Australian residential address examples

15 Gale Street, Sydney, New South Wales, 2000

Field Name	Content
Address details line 1	15 Gale Street
Address details line 2	
Address details line 3	
Address details line 4	
Locality name text	Sydney
State or Territory code	NSW
Postcode text	2000
Country code	AU

Unit 2, 142 Harold Avenue, Enoggera, Queensland, 4051

Field name	Content
Address details line 1	2/142 Harold Avenue
Address details line 2	
Address details line 3	
Address details line 4	
Locality name text	Enoggera
State or Territory code	QLD
Postcode text	4051
Country code	AU

The Place, Unit 10, Block 4, 567 Winston Road, Enoggera, Queensland, 4051

Field name	Content
Address details line 1	The Place
Address details line 2	Unit 10/567 Winston Road
Address details line 3	
Address details line 4	
Locality name text	Enoggera
State or Territory code	QLD
Postcode text	4051
Country code	AU

International address example

International address formats vary from country to country. It is important to maintain the format of international addresses as provided by the employee. Use **Address detail lines 1 to 4 (fields 49 to 52)** for the international address, and enter "OVERSEAS" into the **Locality name field (field 53)** as it cannot be left blank. Superannuation funds will not print "OVERSEAS" on correspondence to their members.

- Include full address in address details lines 1 to 4
- Set locality to "OVERSEAS"
- State and postcode fields must be left blank
- Country code is mandatory. For country codes see Appendix 4.

275 Central Park West, Apartment 14F, New York, New York, USA 10024.

Field name	Content
Address details line 1	275 Central Park West
Address details line 2	Apartment 14F
Address details line 3	New York
Address details line 4	USA 10024
Locality name text	OVERSEAS
State or Territory code	
Postcode text	
Country code	US

Appendix 4 – 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
BV	Bouvet Island
BR	Brazil
IO	British Indian Ocean Territory
VG	British Virgin Islands
BN	Brunei Darussalam
BG	Bulgaria
BF	Burkina Faso
BI	Burundi

Code	Country
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
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

Code	Country
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
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

Code	Country
CI	Ivory Coast (Côte D'Ivoire)
JM	Jamaica
JP	Japan
JE	Jersey
JO	Jordan
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
FM	Micronesia, Federated States of
MD	Moldova
MC	Monaco

Code	Country
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
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

Code	Country
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
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

Code	Country
TK	Tokelau
TO	Tonga
TT	Trinidad and Tobago
TN	Tunisia
TR	Turkey
TM	Turkmenistan
TC	Turks and Caicos Islands
TV	Tuvalu
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