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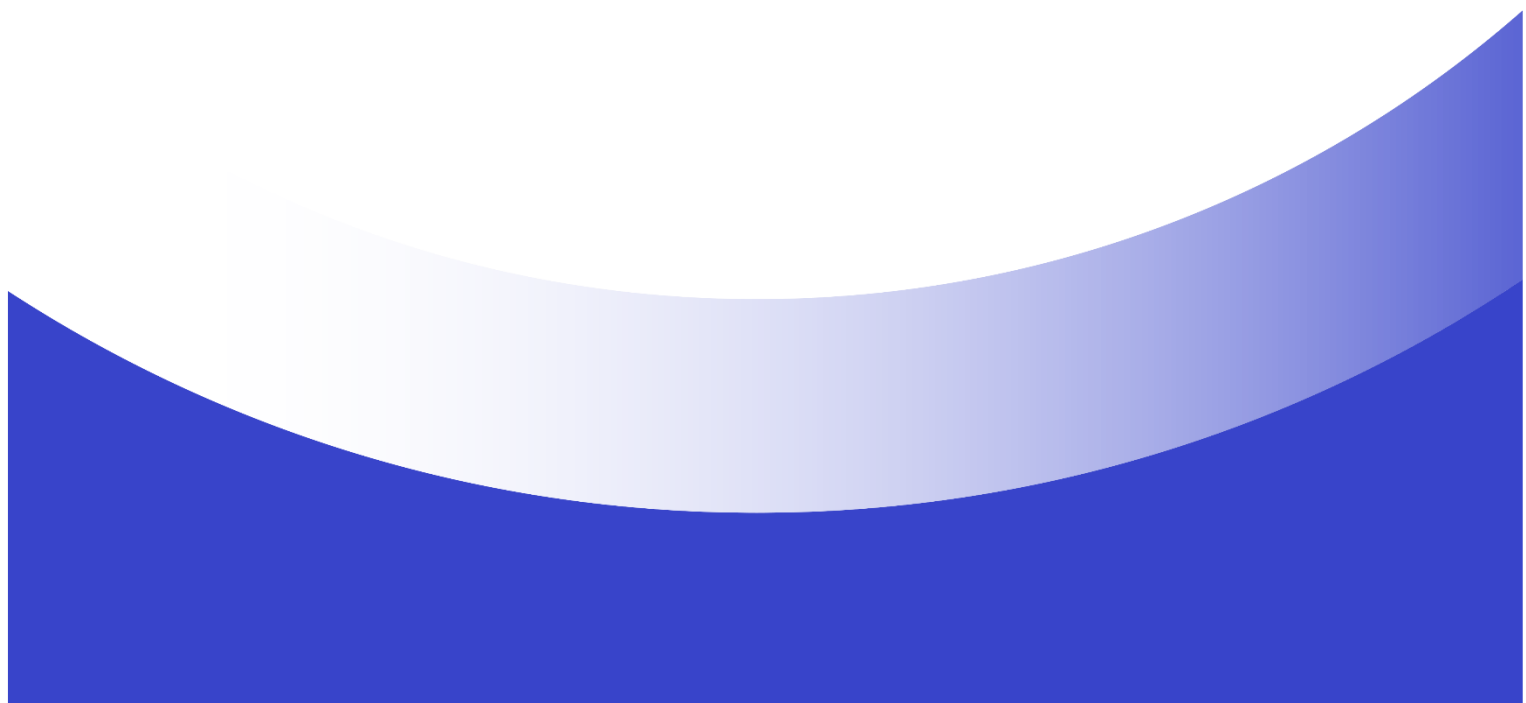
**Australian Taxation Office**

# **Member Registration and Contributions V3 User Guide**

**What you need to know to implement the Data and  
Payment Standards (the Standards)**

V3.0-0.4

June 2026



# Version Control

CURRENT VERSION NUMBER: v3.0-0.4

Date: June 2026

Version	Date	Change Summary
1.0	Sept 2013	Original Issue
1.1	April 2014	To align with amended Contributions MIG and Schedule documents. Version sent for internal review
1.11	April 2015	Version for restructure.
2.0 (draft)	October 2016	To align with Contributions MIG v2.0 and associated schedule documents.  To incorporate a number of guidance notes as appropriate.  Included XML examples of refund payments within an error response message.
2.0 (final)	February 2017	Incorporated feedback from industry.
2.1	March 2017	Corrected FVS certification value in Section 3.5. The correct value should be GCON2.0-X.
2.2	March 2025	General updates to support the new version of Contributions v3.0 MIG <ul style="list-style-type: none"> <li>• Clarification that Contributions Transaction Request cannot be used to create a new member account</li> <li>• Incorporate details to support the new Member Verification Request process</li> <li>• Improved error messaging</li> </ul>
2.3	September 2025	Incorporated feedback from industry <ul style="list-style-type: none"> <li>• Further clarification on Contributions Transaction Requests</li> <li>• Paid Parental Leave Superannuation Contribution placeholder wording added</li> </ul>
3.0 (final)	September 2025	Version 3 issued
3.0-0.1	November 2025	Updated information regarding usage of MVR
3.0-0.2	February 2026	<ul style="list-style-type: none"> <li>• Minor update in Section 3.2 to clarify that a new member registration may be created</li> <li>• Corrected short description of SUPER.GEN.GEN.5 in section 7.2</li> </ul>

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		<ul style="list-style-type: none"><li>• Added detail in Section 1.2.2 covering MVR compliance</li></ul>
3.0-0.3	May 2026	<ul style="list-style-type: none"><li>• Additional updates to MVR content</li><li>• Clarification on zero sum CTRs</li></ul>
3.0-0.4	June 2026	<ul style="list-style-type: none"><li>• Clarifying updates regarding use of MVR and responses</li><li>• New Appendix added regarding MVR fraud and misuse controls</li></ul>

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# 1 INTENT

The Member Registration and Contributions User Guide has been developed to support end users to understand the business obligations and interactions relevant to the SuperStream standards (the Standard) and how to use and understand the relevant schedules and associated documents when processing member registration and verification, and contribution transaction requests.

This guide reflects the current contribution reporting taxonomy (*sprcnt.0002.02.00.xsd*) and schedule documents and will be updated prior to the next scheduled release.

## 1.1 AUDIENCE

This guide is intended to act as a reference document for Solution Providers developing SuperStream compliant systems for processing superannuation contributions, and member registration and verifications.

Solution Providers may include the following:

- Employers
- The Australian Taxation Office (ATO)

Note: ATO uses the Standard to communicate contributions for its employee as an employer. ATO also uses the standard to communicate government contributions that are made other than in its capacity as an employer, and government contributions amendment to an APRA-regulated fund or RSA provider.

- Gateways
- Clearing Houses
- Payroll Solutions
- APRA-regulated funds and Retirement Saving Account (RSA) providers
- Self-Managed Super Funds (SMSFs)
- Fund Administrators
- Digital Service Providers
- Other intermediaries & commercial software developers providing SuperStream solutions

From a role and skillset perspective, this document should be reviewed by the following project delivery specialists and change managers:

- Project Managers
- Solution Architects
- Business Analysts
- System Analysts

## 1.2 BACKGROUND

### 1.2.1 Member Registration

For employees who have not selected or do not have a stapled superannuation fund, employers typically use a default fund for superannuation contributions. Employers must ensure this default fund is compliant and properly registered. If an employee consents to the employer's default fund, the employer will register the employee with the default fund using the Member Registration Request (MRR) message.

If the employee has nominated another fund, which is not the employer's default fund, then it is the employee's responsibility to register with the fund and provide the necessary details to their employer so that contributions can be made. This is out of scope of the Standard.

Employers should use the MRR message to maintain and update employee/member details with the default superannuation fund, or the employee's choice superannuation fund, or RSA provider, noting

- not all funds can accept a change in member account details from an employer
- it is optional for funds to update member accounts and respond with MROR messages.

### 1.2.2 Verification of nominated fund accounts by employers

The Member Verification Request (MVR) allows an employer to verify whether a fund can accept a superannuation contribution for a particular employee.

An employer **MUST** use the MVR prior to making a super contribution to a super fund for the first time. This can include a fund nominated by the employee through choice or a change in an employee's choice of fund.

An MVR **MAY** also be used to verify an account in the following scenarios:

- a change in employers payroll system
- as part of corrective action following a rejected contribution from a fund
- where there are changes to an employee's TFN, date of birth, or name

An employer, or their provider, **MUST NOT** use the MVR in a way that results in repeated or excessive requests. This includes:

- using the MVR as part of routine or bulk processing or
- using the MVR prior to each contribution cycle where there has been no change in circumstances.

Where misuse of the MVR is identified by service providers or super funds it should be referred to the ATO via [superstreamstandards@ato.gov.au](mailto:superstreamstandards@ato.gov.au).

#### **Compliance Note: SuperStream Member Verification Request (MVR) – From 1 July 2026**

From 1 July 2026, employers are required to use the MVR before making a first-time super guarantee contribution to a super fund, provided their software supports this functionality.

The ATO understands employers cannot use MVR until their DSP delivers the functionality, and employers should:

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- Confirm with their Digital Service Provider (DSP) when MVR functionality will be available.
- Enable and use the functionality as soon their DSP solution supports it.

DSPs are expected to have MVR functionality available by 1 July 2026 to support employer compliance.

While the ATO acknowledges some DSPs may need additional time for full implementation, DSPs should prioritise delivery as soon as possible to enable employers to meet their obligations.

Super funds will begin transitioning to Contributions v3 from 1 July 2026 and will indicate their readiness to receive an MVR by updating their USI on the Fund Validation Service. Employers should begin using the MVR as soon as possible for any super fund that has completed its transition, even if other funds they contribute to have not yet transitioned.

Employers who fail to use MVR when their DSP solution supports it and the super fund has transitioned to Contributions v3 may face compliance action where contributions are returned and not corrected promptly, in line with the ATO's Practical Compliance Guide.

The ATO will consider circumstances where employers are unable to comply due to DSP delays.

### **1.2.3 Contributions from Employers**

Contributions are generally a monetary amount, or in some cases in-specie<sup>1</sup> asset (an asset other than money may in certain circumstances be contributed to a superannuation fund), that are contributed to an APRA-regulated superannuation entity, SMSF or RSA provider, on behalf of an individual, for the purposes of supplying the individual with an income or lump sum benefit when they retire.

### **1.2.4 Government Contributions and Amendments**

The ATO uses the Standard to communicate its contributions (other than in its capacity as an employer), which are made to an APRA-regulated fund or RSA provider for members receiving government contributions. Such contributions include:

- Super co-contributions,
- Super guarantee (SG),
- Low Income Superannuation Tax Offset (LISTO),
- Paid Parental Leave super contribution (PPLSC), and
- Superannuation holding accounts (SHA) special account

The ATO also uses the Standard to request to recover a payment of Super Co-Contributions, SG, PPLSC or LISTO.

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<sup>1</sup> Out of Scope for Contributions MIG

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## 1.2.5 Superannuation and RSA Data and Payment Standard (the Standard)

The Standard specifies the minimum requirements for dealing with payments and information relating to certain transactions within the superannuation system including employer contributions, rollovers and transfers between superannuation entities, RSA providers, employers, ATO and associated reporting obligations for superannuation purposes.

- A. The requirements prescribed by the Standard for Member Registration and Contribution transactions apply to:
- trustees of superannuation funds (both APRA regulated and SMSF), RSA providers and employers from 1 July 2014
  - The ATO sending Government contributions and Government contributions amendments from May 2017
- B. The Standard does **not** apply to an APRA-regulated superannuation entity and an RSA provider in relation to a closed product.

A closed product for the purposes of the Standard, means a product that does not receive any contributions or accept rollovers, whether from an existing member or any other person. A closed product may rollover or transfer a member's withdrawal benefit to another superannuation entity/RSA provider.

The Standard has five aspects designed to increase efficiency and productivity across the Superannuation industry as a whole and include:

- a standard set of business terms and definitions – the 'Definitional Taxonomy',
- a standard set of data message content and formats – the 'Reporting Taxonomy' (set out in relevant message guides),
- messaging services standard which sets out requirements for message packaging, transport, security and receipting of messages,
- a standard format for electronic payments, and
- enabling services.

## 2 SUPPORTING DOCUMENTS FOR IMPLEMENTATION

There are two reference locations providing support documentation that must be read in order to implement SuperStream for contributions and member registrations.

### 2.1 ATO WEBSITE FOR SUPERSTREAM

The ATO website has a section on SuperStream where the Legislative Instruments (i.e. Schedule Documents) are located. The Schedule Documents to be reviewed for this implementation are detailed below.

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Schedule No.	Document Name	Description
Schedule 2	Data and Payment Standards - Superannuation Terms and Definitions (Version 3.0)	This document defines the data elements applied to XBRL documents for member registrations and contributions
Schedule 3	Data and Payment Standards - Payment Methods (Version 3.0)	This document specifies the payment methods associated with the contribution interaction
Schedule 4(a)	Data and Payment Standards – Contributions Message Implementation Guide (Version 3.0)	The primary document specifying the elements contained within XBRL documents and associated ebMS transport linkage details
Schedule 5	Data and Payment Standards - Message Orchestration and Profiles (Version 3.0)	This document specifies the message transport protocols associated with the contribution interaction
Schedule 6	Data and Payment Standards - Error Code Management (Version 3.0)	This document specifies the error codes and messages associated with the contribution interaction. Transmission error codes are defined in the international standard

In addition to Schedules there are supporting Guidance Notes, they provide mandatory guidance on different aspects of the SuperStream Standard to ensure consistent implementation across the ecosystem.

These guidance notes are located on the ATO's Software Developers website at the following link:

[Data & Payment Standards Guidance | ATO Software Developers](#)

## 2.2 STANDARD BUSINESS REPORTING (SBR) WEBSITE

Standard Business Reporting (<http://sbr.gov.au/>) allows business to report to government via a defined business messaging standard which is soon to become ebMS/XBRL messaging. The XBRL component of SuperStream is based on the SBR Definitional Taxonomy located in the 'Developer Tools' section.

This Taxonomy can be downloaded and applied to XBRL toolsets to assist validation of XBRL documents for sending and receiving.

## 3 BUSINESS PROCESS AND INTERACTION

### 3.1 OVERVIEW

The business transactions for member registration and contributions are described in Schedule 4a– Contributions MIG. The Standard requires the ATO, employers, APRA-regulated

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superannuation entities, RSA providers and SMSFs, including intermediaries acting on their behalf, to send and receive transactions in a form meeting the requirements of the Standard.

The Contributions MIG version 3.0 applies to:

- member registration process to employers' default superannuation fund,
- ongoing maintenance and update of member details (whether default or choice);
- employer contributions made to an APRA regulated fund, a SMSF (unless the employer is a related party of the SMSF), or an RSA provider;
- employer contributions whether being sent to an employee's default or choice superannuation fund for both accumulation fund schemes or defined benefit schemes
- all contributions sent by an employer, whether under Super Guarantee requirements, on behalf of the employee via salary sacrifice, or on behalf of the employee under other after-tax salary deduction arrangements;
- verification by an employer via the MVR process, that an employee is a member of a chosen or stapled fund and that fund can receive contributions for that member from the employer;
- government contributions made by the ATO to an APRA-regulated fund or RSA provider other than its capacity as an employer;
- amendments initiated by the ATO to recover contributions made to an APRA-regulated fund or RSA provider (excluding SMSFs) other than its capacity as an employer;
- communication of ceasing contributions or a final contribution.

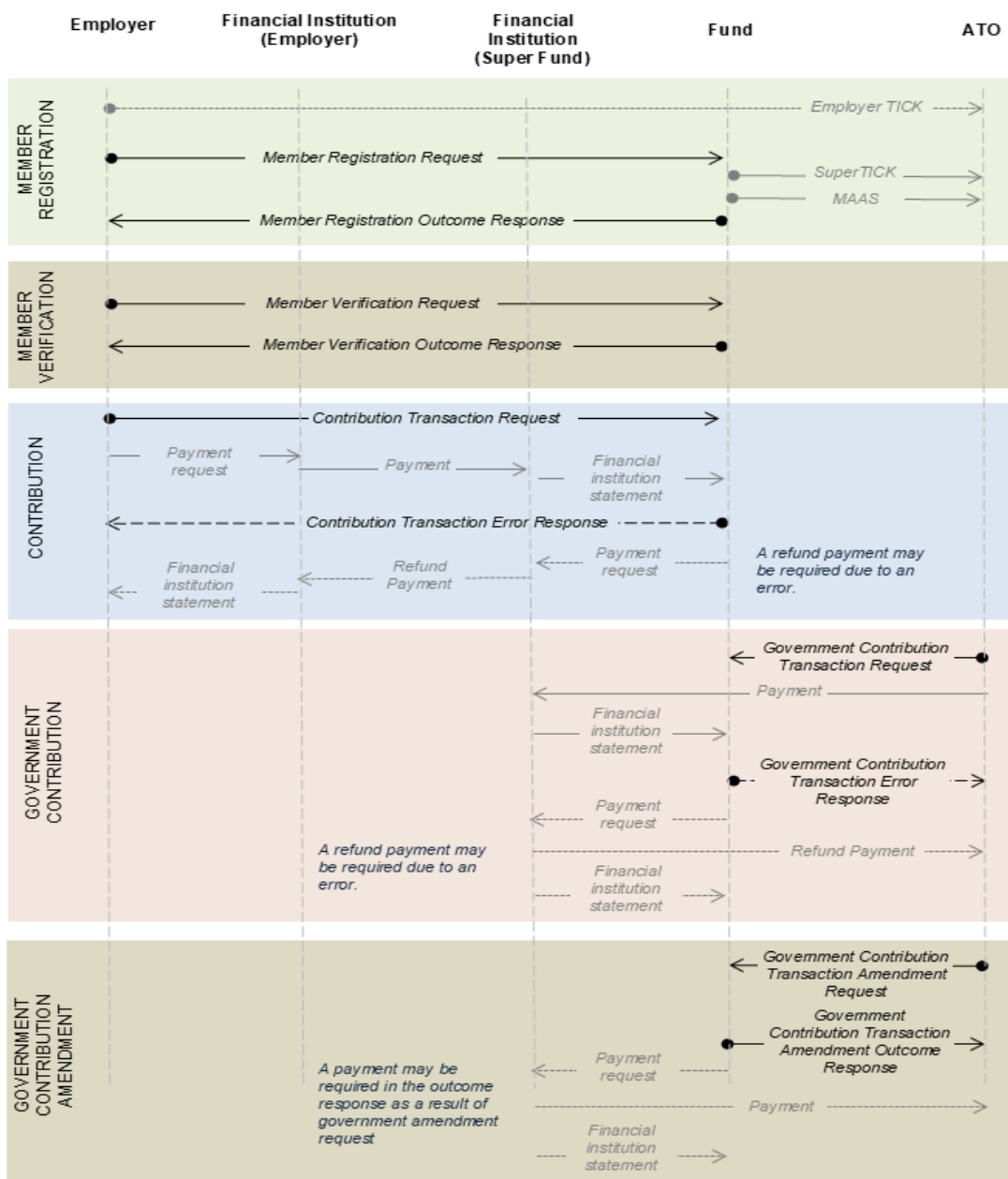
It does **not** apply to:

- the member registration with a choice superannuation fund or RSA holder registration with an RSA provider (as in each case it is expected that the employee will already be a member or an RSA holder),
- contributions made by an individual, spouse or family member directly to a superannuation fund,
- amendments initiated by the ATO to recover contributions made to SMSFs,
- in-specie contributions; and
- contributions from a foreign superannuation fund.

### **Business Interactions Diagram**

The business interactions under Schedule 4a are illustrated in the diagram below.

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**LEGEND:**

- - - - Mandatory response if unable to process message
- Mandatory response

Under the Standard, a request message (e.g. contributions transaction request) must comply with the content and format specified in Schedule 4a, and a response message must use the error message event structure specified in Schedule 6 Data and Payment Standards - Error Code Management. There is no XBRL business document within a response message.

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## 3.2 BUSINESS TO BUSINESS (B2B) INTERACTIONS

### 3.2.1 Understanding the Registration Business Interaction

An employer is required to register an employee who nominates to use the employer's default fund (i.e. not to exercise choice) through the Member Registration Request (MRR) message.

An employer should use the MRR message for maintaining and updating employee / member details with either default or choice fund or RSA providers.

A response will be received (the Member Registration Outcome Response), depending on an employer's response messaging arrangements, advising that:

- the member was successfully registered or their details updated, or
- the member could not be registered or updated as the message receiver encountered an error.

Note: Not all funds can accept a change in member account details from an employer. It is optional for funds to update member accounts and respond with MROR messages.

If a MRR message includes multiple members, the response message can be sent as a single response once processing of all members has been completed, or multiple times for any subset of errors or successful outcomes during processing.

#### New Member Registration

When a new Member is successfully registered the response must include Event Item Parameter.Identifier set to "SuperannuationFundDetails.MemberClient.Identifier", along with Parameter.Text containing the member identifier of the member registered.

Where the member already has an account with the fund, but from an employer perspective they are a new employee, they may be treated as a new member registration in order for the member identifier to be communicated via the Member Registration Outcome Response (MROR), where possible. Once a member client identifier is provided by the fund, the employer can use this identifier when submitting contributions using a CTR.

Where the fund cannot successfully validate member details with the ATO through MAAS or SuperTICK, the fund must contact the employer to ensure the employee's full name, TFN, DOB and address are complete and correct. The employer must take reasonable steps to securely provide the fund the complete and correct information.

#### Member Request Outcome Response

This message is used to notify the outcome of the Member Registration Request. There are extra rules for sending error messages, which are explained in the document called "Data and Payment Standards – Error Code Management" mentioned in Schedule 6 of the Standard.

- (a) The Member Registration Outcome Response must be sent after the Member Registration Request is processed.
- (b) The response can be sent:
  - Once, after processing all members in the request, or

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- Multiple times, for any errors or successes found during processing.

(c) The response message must follow the specified structure in the Member Registration Outcome Response Message Structure Table.

It is recommended that the account information provided by a fund in an MROR (e.g. Account Number / Member ID) be consumed by the employer's business systems and included in any subsequent SuperStream messages.

Member Registration Outcome Response Message Structure Table

Outcome of member registration outcome request message	Message content
New membership successfully registered.	<ol style="list-style-type: none"> <li>The information message SUPER.GEN.CNTRBTN.1 will be provided to indicate that the registration request was processed successfully.</li> <li>The response MUST include an EventItem parameter with Parameter.Identifier set to "SuperannuationFundDetails.MemberClient.Identifier", along with Parameter.Text containing the member ID of the member registered.</li> </ol>
Membership for which details have been successfully updated.	The information message SUPER.GEN.CNTRBTN.1 will be provided to indicate that the update request was processed successfully.
Registrations or updates that could not be processed due to errors.	Appropriate error messages will be provided to describe the relevant errors encountered.

### Updating Member Details

Not all funds can accept a change in member account details from an employer. It is optional for funds to update member accounts and respond with MROR messages.

## 3.2.2 Understanding the Member Verification Business Interaction

### Member Verification Request (MVR):

The MVR allows an employer to verify whether a fund can accept a superannuation contribution for a particular employee.

This will result in fewer errors in the processing of contributions that exist in current state and improve straight-through processing.

To standardise the MVR matching process across funds, the design of the MVR message contains the same core employee/member and super account information as those found in the CTR message.

### Employer use of MVR

An employer must use an MVR prior to making a super contribution to a super fund for the first time. An employer may choose to use an MVR to verify if a fund can still receive

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contributions for a particular employee in response to a change event, for example where there has been a change in the fund's payroll or administration systems; or where an employee's details have changed (e.g. name).

An employer must not use MVRs in a way that results in repeated or excessive requests. This includes using an MVR for routine contribution cycle where there has been no significant change in circumstances.

### Fund response to MVR

A fund must respond with a Member Verification Outcome Response (MVOR) message as early as possible, and no later than 24 hours after receiving an MVR.

The purpose of the MVOR is to:

- confirm that the fund can match the employee information to an active account AND will accept a super guarantee contribution on behalf of that employee which both must be validated; or
- inform the employer that the fund cannot receive contributions for a particular employee and provide clear information to help employers determine the appropriate next step.

Funds should provide the most informative response code as possible so that an employer can take the appropriate next steps. Where possible, funds should avoid using generic responses where a more relevant response is appropriate. For more information on the use of error codes please refer to the Response Messaging Framework User Guide

The MVOR business response messages are as follows:

Message Code	Description
<b>SUPER.GEN.CNTRBTN.20</b>	Member was successfully verified
<b>SUPER.GEN.GEN.21</b>	Member not found with supplied information
<b>SUPER.GEN.GEN.22</b>	No Longer a member of specified Superannuation fund
<b>SUPER.GEN.CNTRBTN.4</b>	Contributions cannot be accepted as it is either a closed product, defined benefit, or pension fund
<b>SUPER.GEN.CNTRBTN.8</b>	Contributions cannot be accepted for this individual due to age or eligibility restrictions.
<b>SUPER.GEN.CNTRBTN.21</b>	The ABN {abn} of the SMSF is not known to the Message Receiver
<b>SUPER.GEN.CNTRBTN.22</b>	No account exists and you do not have a default relationship with the fund to register the employee
<b>SUPER.GEN.CNTRBTN.23</b>	The Super Fund is not open to new members

### 3.3 UNDERSTANDING THE CONTRIBUTION BUSINESS INTERACTION

The Contributions Transaction Request (CTR) message is used to communicate the contribution details from the employer to the superannuation fund, administrator or clearing house.

A payment must be related to a single business document within a CTR message regardless of the number of members contained within that message. The PRN and amount in the Contribution Transaction Error Response (CTER) and refund payment must match.

The associated CTER is used to inform the employer when a CTR message cannot be successfully processed. A CTER may be sent:

- as a single response to a CTR for all errors discovered, once processing is complete for all members included in the CTR, or
- multiple times for a single CTR, for any subset of errors discovered during processing of the CTR.

Where applicable, a CTER message may have an associated refund payment.

Where a response message with a severity of 'warning' is sent, employers should review their records and update the data for future contributions. For example, if the warning SUPER.GEN.CNTRBTN.11 indicates an incorrect USI, the fund will provide the correct USI. Employers should use this updated USI in the next Payroll/CTR run.

#### 3.3.1.1 New Member Account cannot be created via a CTR or MVR

As a general principle, a Contribution Transaction Request (CTR) or Member Verification Request (MVR) must not be used by a superannuation fund to establish a new member account.

Where a fund cannot identify a member from the details provided in the CTR, the contribution must be refunded and a Contribution Transaction Error Response (CTER) issued using error code SUPER.GEN.GEN.21.

Where a fund cannot identify a member from the details provided in the MVR, the fund should issue a Member Verification Outcome Response (MVOR) using the most suitable error code.

Although there may be limited circumstances where a CTR is used to initiate a new account, these are considered exceptions and not standard practice.

While there may be rare situations, such as payroll system limitations, that prevent the use of a Member Registration Request (MRR), these should be treated as exceptions. All payroll and sending providers are expected to have plans in place to support MRR functionality for their employer clients as soon as possible.

Further details on payments and outcome response messages are included in Schedule 3 Payment Methods and Schedule 6 Error Code Management.

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### 3.3.2 Combining the Member Registration Request & Contributions Transaction Request Messages

The Member Registration Request and Contributions Transaction Request messages can travel together as part of a single transmission provided they share the same Conversation ID (refer to section 5.3 regarding Conversation ID's). If the two messages travel together as part of a single transmission, the recipient must process the Member Registration Request before the Contributions Transaction Request to ensure the integrity of the business interaction.

In the event of a combined Member Registration Request and Contribution Transaction Request message (MbrRegAndContTrxnRequest) being received, the response may be sent with the following ebMS "Action" value as detailed below.

- MbrRegAndContTrxnResponse – To be used where the response is in relation to both a Member Registration Request and Contribution Transaction Request.
- MemberRegistrationResponse – To be applied when the response relates only to a Member Registration Request.
- ContributionTransactionResponse – To be used only when the response relates to a Contribution Transaction Request.

### 3.3.3 Best Practice for Business-to-business Interactions

#### 3.3.3.1 CTER notifications received by employers

If the superannuation fund receives a contribution message that can't be allocated to a member's account, employers will receive an error response message indicating the reason for rejection and steps to resolve the error where required.

Further details of short and long descriptions are included in Schedule 6 and the Response Messaging Framework User Guide and should be referenced to provide employers with sufficient information to rectify errors.

#### 3.3.3.2 Employers not entitled with an ABN (Guidance Note G025/G032)

A small number of employers are not entitled to an ABN however have a superannuation guarantee obligation as an employing entity. These entities will be or have been issued a Withholding Payer Number (WPN) by the ATO.

The use of a WPN as the unique identifier, in place of an ABN, when making contributions under SuperStream is valid for employing entities within the above category. However, the use of a WPN is not valid for the purposes of SuperStream where an entity is entitled to an ABN.

For SuperStream purposes a WPN must be composed as an 11-digit number by including leading zeros in the following format:

- two leading zeros for 9-digit WPNs; or
- three leading zeros for 8-digit WPNs.

Receiving solutions acting for super funds will need to apply a validation to check for leading zeroes. When they encounter such a value, they must not apply the ABN algorithm check. This will allow the document to pass validation for further processing.

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### 3.3.3.3 ABN Unknown to SMSF Service Provider (Guidance Note G036)

All self-managed super fund (SMSF) messaging service providers must implement the following error response message where an ABN provided in a contribution message is unknown:

- SUPER.GEN.CNTRBTN.21 – the ABN [abn] of the SMSF is not known to the Message Receiver

The electronic response must be sent no more than three business days after the original receipt of the request message. This aligns with the legislative requirement to allocate a contribution to a member account within three business days.

#### Responsibilities of the CTR sending party

Upon receipt of an error message advising that an ABN is not known, the sending party will be responsible for advising the employer that the contribution message could not be delivered. Additional follow up contact with the employer may also occur as an out-of-band interaction (e.g. email or phone).

**Note:** Ultimately, the responsibility to obtain Electronic Service Address (ESA) details for the employee's SMSF lies with the employer. It is the employee's responsibility to ensure they have provided the employer with an ESA that is both correct and active.

If the payment made by an employer has not been returned following the "ABN is not known" error it can be assumed the SMSF has successfully received that contribution.

#### Responsibilities of the CTR receiving party

If ElectronicErrorMessaging part property of the original message is present.

The SMSF service provider must respond with the appropriate error response message (i.e. CTER or MROR) which contains a single EventItem with an error code of SUPER.GEN.CNTRBTN.21 (i.e. ABN [abn] not known to the Message Receiver).

### 3.3.3.4 Superannuation Fund Specific Contribution Amounts

Some contribution types are not specifically covered by the Standard (i.e. no specific data element) however they can be covered using the

**SuperannuationContributionOtherAmounts (Tuple)** and the **SuperannuationContributionOtherDetails (Tuple)**. Usage of these tuples is governed by the rules in 8.4.7 of the Contributions MIG. These Tuples provide a generic data structure which can be used to supply superannuation fund specific amounts and details defined by an associated description and not otherwise defined within the SBR taxonomies.

### 3.3.3.5 Unexpected Contribution Other Amounts (Guidance Note G052)

Where a fund has received a contributions message containing an unexpected amount in the SuperannuationContributionOtherAmounts tuple, they should treat these unexpected amounts as an exception.

As standard allows for batching of messages which may include a message with SuperannuationContributionOtherAmounts tuple populated. Where there is no agreement between the employer and the fund to accept these tuples that

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cannot be processed, the fund should reject only those records with the unexpected SuperannuationContributionOtherAmounts tuple. Any refunded amount can be processed as per the existing standard for the total amount of the rejected records.

The remainder of the batch should be accepted and processed by the fund.

### 3.3.3.6 Expected Timeframe for a CTER message (Guidance Note G033)

According to the Standard, funds do not need to confirm the success of contributions for every member in a CTR using a progressive response pattern. Superannuation Industry (Supervision) Regulations 1994 Regulation 7.07G allows employers to reasonably assume that contributions have been successfully allocated to a members account if:

- a CTER response has not been received by an employer within the defined SIS regulations after a contribution payment and CTR message have been received by a fund, AND
- in that period the employer has not been contacted by the fund trustee to notify them that there is a problem with processing and allocating the contributions.

### 3.3.3.7 Identifiers for a Super Fund Member (Guidance Note G043)

The member TFN is a key data item in the processing of a member registration and allocating a contribution. A manual workflow may be triggered by the receiving fund, which delays the processing of the registration or contribution transaction for the member, if an incorrect TFN is provided.

In accordance with Superannuation Industry (Supervision) Regulations 1994 Regulation 7.07E, the following principles must be adhered to by the employer or employer service provider when creating MRR and CTR messages:

- If an employer has the employee's TFN then the TFN must be provided in a SuperStream message where specified.

Note: SuperStream messages have an indicator to declare whether a TFN has been provided (Identifiers.TaxFileNumberNotProvided.Indicator). Where the employer has made reasonable attempts but unable to obtain the employee's TFN, an alternative identifier must be used in the message and the indicator must be set to 'TRUE' to specify that a TFN has not been provided for that employee.

- All TFNs allocated to individuals are nine digits. Eight-digit TFNs MUST NOT be used for individuals.
- A leading zero (or any other digit) must not be added to an eight-digit TFN to imitate a nine-digit individual TFN.
- Individual's TFNS supplied in SuperStream messages MUST NOT contain embedded spaces.
- TFN exemption codes used for other reporting MUST NOT be used in a SuperStream message. SuperStream requires the actual TFN allocated to the individual.
- The basic checksum algorithm test must be applied to all TFNs before they are included in a SuperStream message.

Funds may also issue a unique account number ID for each member, and this ID may be communicated to employers within a MROR message.

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The CTR includes optional field “SuperannuationFundDetails.MemberClient.Identifier”, and employers are recommended to populate this field where the information is known, to assist funds matching and allocation of the payment.

### 3.3.3.8 Processing New Member Registration & Contributions

Solution Providers are required to validate member registration and member contributions XBRL documents. However, an entire document should not be rejected if errors are found in individual member transactions.

This aligns with SuperStream standards, which emphasise validating data while ensuring that minor errors in individual transactions do not lead to the rejection of the entire document. Where the solution provider, working on behalf of a super fund can identify and process new member registrations, and where contributions can be allocated to member accounts, then this must occur.

Where errors for individual member transactions prevent successful processing then the detail of the errors encountered for each transaction must be communicated back to the employer through appropriate error response messages and payment refunded where applicable.

Where the entire document fails the schematron, the whole document should be rejected. Where the error relates to a business-level validation issue for an individual member, only that member’s record should be rejected, and the remainder of the document should continue to be processed.

### 3.3.3.9 Employment End Date

The MRR and CTR messages include an optional data field:  
*SuperannuationFundDetails.EmploymentEnd.Date.*

This field is mandatory if this information is known and when the employment end date reason text field is populated.

This date indicates the final employment date for which contributions will be paid by this employer.

### 3.3.3.10 Employment End Date Reason Text

The MRR and CTR messages include an optional data field:  
*SuperannuationFundDetails.EmploymentEndReason.Text.*

This field is mandatory if this information is known and when the employment end date field is populated.

This text indicates reason the employment is ending for which contributions will be paid by this employer.

### 3.3.3.11 Pay Period Start and End Date

The CTR, GCTR and GCTAR messages include the following mandatory data elements:

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*SuperannuationContribution.PayPeriodStart.Date* and  
*SuperannuationContribution.PayPeriodEnd.Date*

These dates are the start and end dates of the employee's pay cycle that the reported contribution payment relates to. The pay period end date must not be earlier than the pay period start date.

These dates must accurately reflect the actual pay period and must not contain placeholder or default dates, e.g. 31/12/9999.

The dates reported are per employee/member and can be different for each employee/member reported in the message.

### 3.3.3.1 2 Sending zero sum CTR messages

Issuing of zero contribution amounts provide minimal value to a fund, employer or member. Zero contributions amounts add processing effort to a fund, and the gateway network.

It is recommended as a best practice that employers and/or their service providers filter and do not include zero contribution amounts in the Contribution Transaction Request messages, unless by prior agreement with the fund.

## 3.4 GOVERNMENT TO BUSINESS (G2B) INTERACTIONS

### 3.4.1 Understanding Government Contribution Interactions

The Government Contribution Transaction Request (GCTR) message is used to communicate the contributions initiated by the ATO, other than in its capacity as an employer to an APRA-regulated fund or RSA provider for the member receiving government contributions. This may include:

- (i) super co-contributions,
- (ii) super guarantee (SG),
- (iii) LISTO,
- (iv) superannuation holding accounts (SHA) special account, and
- (v) Paid parental leave super contributions (PPLSC).<sup>2</sup>

These government contribution types are mapped in the Contributions MIG 3.0 as follows:

Government Contribution in MIG v3	Super Products
SuperannuationContribution.Employer ContributionsSuperannuationGuarantee.Amount	Superannuation Guarantee (SG) or Paid parental leave super contributions (PPLSC)

<sup>2</sup> Further guidance will be included once finalised by the ATO project team responsible for this measure.

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SuperannuationContribution.CoContributions.Amount	Superannuation Co- Contribution (Co-Cons)
SuperannuationContribution.SuperannuationHoldingA ccountsSpecialAccount.Amount	SHASA - Co-Contributions (SHA - Co-Cons)
SuperannuationContribution.SuperannuationHoldingA ccountsSpecialAccountTaxable.Amount	SHASA - Employer Contribution SHA – SG
SuperannuationContribution.LowIncome.Amount	LISTO
SuperannuationContribution.SuperannuationHoldingA ccountsSpecialAccountLowIncome.Amount	SHASA – LISTO (SHA - LISTO)

The associated Government Contributions Transaction Error Response (GCTER) is used when a GCTR could not be processed by the superannuation fund to allocate the contribution payment to a member's account. Same to the CTR pattern, this message can be sent as a single response for errors encountered for a GCTR message; or can be sent multiple times for any subset of errors discovered during processing. Where applicable a GCTER message may have an associated refund payment.

Under the Standard, there must be a one-to-one relationship between a message (i.e. a request message) and an associated payment; i.e. a GCTR or a GCTER message MUST only contain data relating to one payment to a financial institution, and a payment MUST be in relation to a single GCTR or GCTER message.

### ATO re-using CTR message structure

The GCTR was designed based on the CTR structure where:

- one or more employer context can be included in a message; and
- one member context could have multiple types of contributions.

However, in a GCTR:

- There will be only one Employer context, which will be populated with ATO's information.
- each GCTR message is expected to have one type of government contribution.

The ATO uses separate accounts for incoming and outgoing payments. Therefore, account details for accepting incoming payments will be populated in the Payer section, to facilitate refund payment(s) in the corresponding GCTER message.

Further details on payments and outcome response messages are included in Schedule 3 and Schedule 6.

### SuperannuationFundDetails.MemberClient.Identifier

ATO will populate Member Account Number in the Member Client ID field. The source of the member account number will be sourced from the Member Account Attribute Services (MAAS).

### Pay Period Dates

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In a GCTR message, ATO will populate the Pay Period dates as follows:

Product Name	Pay Period dates
SG	Super guarantee charge amount was payable against e.g. 1/1/2024 - 31/3/2024
PPLSC	Standard financial year the contribution applies to e.g. 1/7/2026 - 30/6/2027
Co-Cons	Standard financial year the contribution applies to. e.g. 1/7/2024 - 30/6/2024
LISTO	Standard financial year the contribution applies to. e.g.1/7/2024 - 30/6/2024
SHA – Co-Cons SHA – LISTO SHA - SG	Open period with start date based on when the individual first received a SHA entitlement (which could be earlier than the entitlement notified in the data message). e.g. 1/8/2016 - 31/12/2024

### 3.4.2 Understanding Government Contributions Amendment Interaction

The Government Contributions Amendment Request (GCTAR) message is initiated by the ATO to recover a payment of Super Co-Contributions, SG, PPLSC, or LISC (excluding SMSFs). This message only amends previous payments by the ATO and cannot be used to amend a previous GCTAR.

**Note:** Where required ATO will issue a Recovery Notice to amend or recover a previous government contributions payment.

Each GCTAR message will only amend (recover) one type of government contribution.

The receiving fund or service provider then use the associated Government Contributions Amendment Outcome Response (GCTAOR) message to

- Send a payment to the ATO as a result of a GCTAR; or
- Communicate errors encountered during processing if the amendment request cannot be fulfilled fully or partially.

**Note:** ATO's account details for sending a refund payment are available in Fund Validation Service (FVS).

ATO's USI will be ABN plus 3 digits: 51824753556001.

Further details on payments and outcome response messages are included in Schedule 3 and Schedule 6.

### 3.4.3 Timeframes for processing

The current legislated timeframes continue to apply under SuperStream:

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- for returning government contribution that cannot be allocated to an account
- for complying with government contribution recovery request (i.e. GCTAR)

The expectation is that funds should respond within the three days SuperStream Service Level Agreement (if possible).

Payment Variation Type	Due Date
Co-contribution recovery of overpayments	28 days after the recovery notice is given
Co-contribution remittance advice	35 days from the day after it was received from the ATO
Paid parental leave super contribution (PPLSC) recovery of overpayments	28 days after the recovery notice is given
PPLSC remittance advice	35 days from the day after it was received from the ATO
Super guarantee (SG) recovery	30 days after the recovery notice is given
SG remittance advice	30 days from becoming aware of the inability to accept an amount
Superannuation holding accounts (SHA) special account co-contribution remittance	35 days from the day after it was received from the ATO
SHA special account employer contribution remittance	30 days from becoming aware of the inability to accept an amount
LISTO recovery of overpayments	28 days after the recovery notice is given
LISTO remittance advice	35 days from the day after it was received from the ATO
SHA special account LISTO remittance	35 days from the day after it was received from the ATO.

### PaymentRecord.Transaction.Date

This is the date the applicable remittance being recovered in a GCTAR was initially paid to a fund. This field will be populated when the information is available.

### SuperannuationFundDetails.MemberClient.Identifier

ATO will populate Member Account Number in the Member Client ID field. The source of the member account number will be sourced from the MAAS.

## 3.5 PAYMENTS

These interactions are responsible for the movement of money between the ATO or the employer's financial institution and the APRA-regulated superannuation entity, RSA

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provider or SMSF's financial institution. These electronic interactions will use approved payment methods as described in Schedule 3 document - Payment Methods.

Exchange of money, information and delivery of financial statements to a fund will use existing transfer protocols.

It is expected that the message sender will reconcile the payment information with the contribution data prior to sending.

### 3.6 FUND VALIDATION SERVICE

The Fund Validation Service (FVS) is a suite of services that support the flow of data and payment required for SuperStream transactions. For employers to forward member registration information, or contribution data & payment to a fund's USI, employers (or their Solution Providers) use the information provided through the FVS service to obtain the fund's electronic end-point address (for data transfer) and banking details (for payment submission). Funds must use the FVS to update and maintain their USI details.

The FVS allows funds to meet their regulatory obligation to provide rollover and contribution information on the Fund Details Register (FDR).

The FVS also provides lookup services for funds, employers and intermediaries to access this information when making rollovers or contributions in the Standard.

Please refer to the Fund Validation Service User Guide (located on the ATO's website) for more detailed information on the use of FVS Services to support your SuperStream implementation.

## 4 OBLIGATIONS FOR EMPLOYERS AND SUPERANNUATION FUNDS

- Employers must send contribution information and payments electronically
- Superannuation funds (including SMSF) and RSA providers must be capable of receiving contribution information and payments electronically
- Employers, superannuation funds and RSA providers must use the mandatory data set in the specified message format:
  - using the standard terms and language of the taxonomy
  - using the transport protocols associated with their chosen profile.
- Employers must provide specified information on registration (on or before first contribution).
- Employers must provide specified information for each contribution.
- Superannuation funds (including SMSF) and RSA providers must allocate the contribution to the member account within 3 business days after both sufficient information to allocate the contribution to the member's account and payment are received.
- In the event that insufficient information is included in the contributions message:

#### **Existing Arrangements**

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- Superannuation funds (including SMSF) and RSA providers must ask the employer for correct and complete information within 5 business days from when the information was provided
- Employers must take reasonable steps to provide the requested information within 10 business days of receiving a request
- If the superannuation funds (including SMSF) and RSA providers is still unable to allocate the contribution, they must refund the contribution to the employer within 20 business days after receiving the request.

**Proposed changes**

- Superannuation funds (including SMSF) and RSA providers should consider the requirement to return unallocated payments, which is currently 20 days, may be reduced as part of Government Policy reforms and regulatory changes.
- Where an employee's contribution is unable to be allocated and is returned to the employer, the employer's Superannuation Guarantee (SG) obligation for that employee contribution remains outstanding.
- It is reasonable for an employer to assume the contribution has been successfully allocated to the member's account if a CTER has not been received by the employer within the expected allocatable timeframe defined in the SIS regulations.

**Reporting Employer ABN**

When providing the 'Entity Identifier' in the Employer Context of a message it is important to consider the downstream consumption of which ABN that is provided, where the employer's ABN that reports SuperStream is different to the ABN that reports Single Touch Payroll (STP).

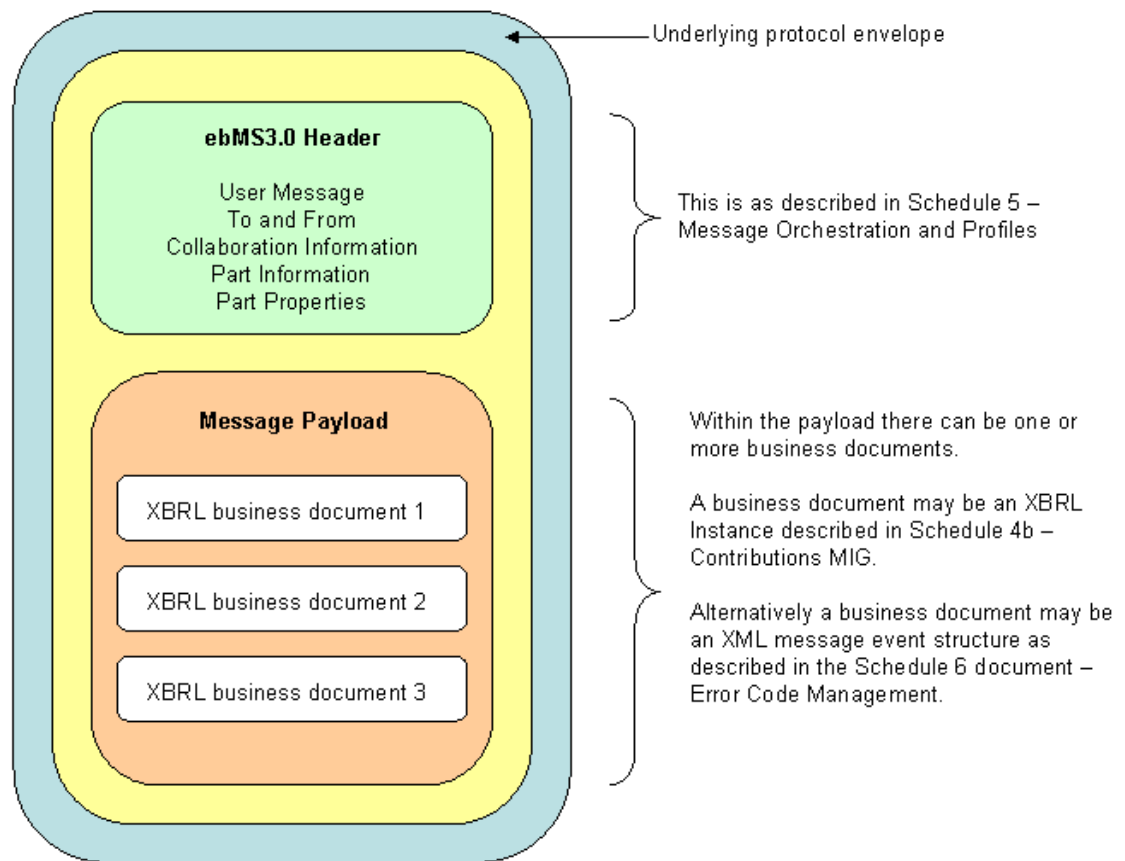
The Employer ABN reported in SuperStream will be captured by the recipient super fund and then be used in their Member Account Transaction Service (MATS) reporting to the ATO as the ABN of the employer associated with that contribution.

The ATO will match these employer contributions and Single Touch Payroll (STP) information to consider Super Guarantee liabilities. Providing the same ABN on the CTR as the ABN reported via STP supports accurate identification of whether employers have fulfilled their superannuation guarantee obligations.

## **5 MESSAGE CONSTRUCTION AND PACKAGING**

### **5.1 THE SOAP MESSAGE PACKAGE OR ENVELOPE**

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The Message Envelope consists of two components:

1. The ebMS Message Header, and
2. The Message Payload

The ebMS Message Header carries the information necessary to facilitate message exchange without needing to interrogate the Message Payload it contains. The ebMS Message Header is specified by international standards with some customisation and is used to:

- communicate essential details between the ‘from’ and ‘to’ parties without unpacking the envelope,
- ensure that details include who it is from, where it is going and what type of content it contains, and
- allow tracking and traceability of related messages over time.

The Message Payload is specified by the Contributions MIG and is comprised of business documents relevant to the contained transactions.

## 5.2 MUST UNDERSTAND ATTRIBUTE (GUIDANCE NOTE G013)

An issue was raised in relation to differing implementations of the mustUnderstand attribute in the ebMS header which impact SuperStream messaging interoperability. In some instances, end-point solution providers only accepted “false” or “true” values and had issues when trying to interpret “0” or “1” as the value.

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A fund should use the value “true” when sending but a receiving fund must accept either of the following values for this attribute:

For True – Either “true” or “1”

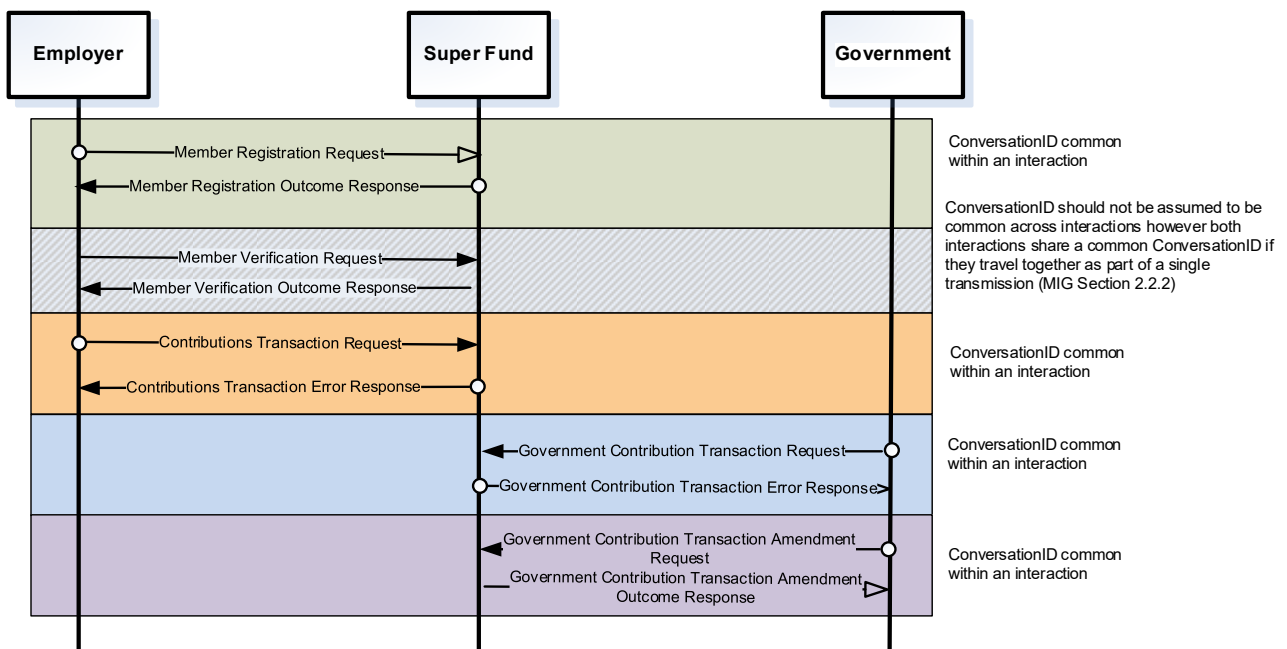
For False – Either “false” or “0”

### 5.3 CONVERSATION ID

The REQUIRED **ConversationId** element is a string identifying the set of related messages that make up a conversation between two *Parties*. A ConversationID links related messages to make up a conversation between two parties, i.e. to link a request message with the associated response message(s). For SuperStream, a common Conversation ID value must be shared by the following message pairs:

- A Member Registration Request (MRR) message and associated response message
- A Contributions Transaction Request (CTR) and associated response message
- A Government Contributions Request and associated response message(s)
- A Government Contributions Amendment Request and associated response message(s).
- Member Verification Request (MVR) and associated response message

Note: It should not be assumed that ConversationID will be common across message (i.e. a MRR and a CTR) unless the MRR and CTR travel together as a combined message. Further information about ConversationID can be found in the Schedule 4a.



### Constructing a Conversation ID

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The following convention for constructing a ConversationID is specified in Schedule 4a: Contribution.{Sender ABN}.{sequence number}, where the full value is no longer than 80 characters and allowable characters are strictly limited to the following characters (0-9, a-z, A-Z, -, , .).

It is the responsibility of the entity that sends the request message within the interactions to construct the ConversationID according to the Standard.

**Note:** The ABN included in the Conversation ID must not be validated by the message receiver against other ABN references. The Conversation ID is strictly used to link message interactions together.

## 5.4 PART PROPERTIES

Part properties are provided in the ebMS header. Their purpose is to support the efficient routing of business messages (including multi-part messages) to their final destination without the need to examine the data contained inside the message.

Part properties typically replicate key business facts, such as an Australian Business Number (ABN), unique superannuation identifier, IP address, URL or ATO endorsed alias. Each property has a name and a value.

Below is a summary list of Part properties and their descriptions

Part Property	Descriptions
PartID	The Id that references the business document and their associated Part Properties.
SourceEntityId	Identifies the entity who is sending the message transaction by USI or ABN. For GCTR and GCTAR, ATO will populate its ABN in this field.
SourceEntityIdType	The appropriate value representing a USI or ABN
SourceElectronicServiceAddress	The electronic end-point address (alias) for the Source Entity
TargetEntityId	Identifies the entity who is to receive the message transaction by USI or ABN
TargetEntityIdType	The appropriate type of value representing a USI or ABN
TargetElectronicServiceAddress	The electronic end-point address (alias) for the Target Entity
ElectronicErrorMessaging	Defines whether the Source Entity is capable of receiving a Data Standards Error or Outcome Response message

## 5.5 PROCESSING MODES

The processing modes in an agreement establish the configuration parameters on which entities must mutually agree when exchanging messages.

The entity that sends the message must ensure their message aligns with the agreed processing mode before sending the message.

The processing modes may be varied by mutual agreement however the agreement must continue to meet the requirements of the relevant profile (refer to Schedule 5 for details).

Further information about processing modes can be found at the Oasis website:

<https://www.oasis-open.org/>.

## 6 UNDERSTANDING INFORMATION IN THE MESSAGE

### 6.1 XBRL CONCEPTS

#### 6.1.1 Instance Document

An instance document is the specific set of information that has been compiled for electronic information exchange under the Standard. It contains actual business data and is created in accordance with the rules prescribed in both the relevant MIG and taxonomy.

There are several essential components of an instance document. These are:

- XML References
- XBRL Contexts and;
- XBRL Facts

It is important to remember that an instance document is created to be used automatically by the computers that send and receive the electronic messages, rather than for humans to read and understand. These components are represented in the following sections of a Contribution Transaction Request instance document.

#### 6.1.2 XML References

XML References identify which particular taxonomies are applicable to this instance.

```

<xbrli:xbrl
xmlns:sprcnt.0003.memreg.req.02.00="http://sbr.gov.au/rprt/sprstrm/sprcnt/sprcnt.0003.mem
reg.request.02.00.report" xmlns:xbrldi="http://xbrl.org/2006/xbrldi"
xmlns:EmpAbn.02.00_typedelement="http://sbr.gov.au/dims/EmpAbn.02.00.dims"
xmlns:tech.01.02="http://sbr.gov.au/fdtn/sbr.01.02.tech"
xmlns:prsnstrcnm1.02.00="http://sbr.gov.au/commndle/commndle.personstructuredname1.02.
00.module" xmlns:emsup.02.08="http://sbr.gov.au/icls/em/emsup/emsup.02.08.data"
xmlns:pyde.02.01="http://sbr.gov.au/icls/py/pyde/pyde.02.01.data"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:pyde.02.11="http://sbr.gov.au/icls/py/pyde/pyde.02.11.data"
xmlns:pyde.02.05="http://sbr.gov.au/icls/py/pyde/pyde.02.05.data"
xmlns:iso4217="http://www.xbrl.org/2003/iso4217"
xmlns:RprtPyType.02.06="http://sbr.gov.au/dims/RprtPyType.02.06.dims"
xmlns:xlink="http://www.w3.org/1999/xlink"
xmlns:address3.02.01="http://sbr.gov.au/commndle/commndle.addressdetails3.02.01.module"
xmlns:lrla.02.15="http://sbr.gov.au/icls/lr/lrla/lrla.02.15.data"
xmlns:ref="http://www.xbrl.org/2006/ref"
xmlns:dtyp.02.13="http://sbr.gov.au/fdtn/sbr.02.13.dtyp"
xmlns:dtyp.02.03="http://sbr.gov.au/fdtn/sbr.02.03.dtyp"
...

```

References identify which particular taxonomies are applicable to an instance document. In this example, it refers to the member registration request reporting taxonomy.

Conceptual Representation of XML References

#### 6.1.3 Contexts within an XBRL Document

An XBRL Context is a set of variables that, when brought together, uniquely identifies an entity, item or other abstract concept.

For example, an instance document might include an XBRL Context (e.g. Message receiver - MSGRCR) described by *company ABN*, *state or territory of operation*, and *applicable period*. The electronic exchange of information will now show a set of data (called facts) that applies to that company, in the relevant state, for the period in question.

```

<link:schemaRef xlink:type="simple"
<link:schemaRef xlink:type="simple"
xlink:href="http://sbr.gov.au/taxonomy/sbr_au_reports/sprstrm/sprcnt/sprcnt_0003/sprcnt.0003.m
emreg.request.02.00.report.xsd" />
<xbrli:context id="MSGSND">
<xbrli:entity>
  <xbrli:identifier scheme="http://www.abr.gov.au/abn">84111122223</xbrli:identifier>
<xbrli:segment>
  <xbrldi:explicitMember
dimension="RprtPyType.02.06:ReportPartyTypeDimension">RprtPyType.02.06:MessageSender</x
brldi:explicitMember>
  </xbrli:segment>
</xbrli:entity>
<xbrli:period>
  <xbrli:startDate>2014-07-01</xbrli:startDate>
  <xbrli:endDate>2014-07-01</xbrli:endDate>
</xbrli:period>
</xbrli:context>
<xbrli:context id="MSGRCR">
<xbrli:entity>
  <xbrli:identifier scheme="http://www.abr.gov.au/abn">98111133334</xbrli:identifier>
<xbrli:segment>
  <xbrldi:explicitMember
dimension="RprtPyType.02.06:ReportPartyTypeDimension">RprtPyType.02.06:MessageReceiver<
/xbrldi:explicitMember>
  </xbrli:segment>
</xbrli:entity>
<xbrli:period>
  <xbrli:startDate>2014-07-01</xbrli:startDate>
  <xbrli:endDate>2014-07-01</xbrli:endDate>
</xbrli:period>
</xbrli:context>

```

**Context is** Information that uniquely identifies an entity, item or other abstract concept.

### Conceptual Representation of XBRL Contexts

#### 6.1.4 XBRL Facts

An XBRL Fact is a piece of data contained within an instance document, and it provides additional information about a particular XBRL Context identified elsewhere in the instance document.

For example, if a particular instance describes an XBRL Context as being the combination of *company ABN*, *state or territory of operation*, and *applicable period*, the relevant XBRL Facts may be *name*, *address* and *phone number*.

Unless specifically provided for, there is only to be one instance of XBRL Facts/Tuples reported for each XBRL Context.

```

SprFndUSI.02.00_typedelement:SuperannuationFundDetails.UniqueSuperannuationIdentifier.Identifier>98111133334123</SprFndUSI.02.00_typedelement:SuperannuationFundDetails.UniqueSuperannuationIdentifier.Identifier>
</xbrldi:typedMember>
</xbrli:segment>
</xbrli:entity>
<xbrli:period>
<xbrli:startDate>2014-07-01</xbrli:startDate>
<xbrli:endDate>2014-07-01</xbrli:endDate>
</xbrli:period>
</xbrli:context>
<xbrli:unit id="A01">
<xbrli:measure>iso4217:AUD</xbrli:measure>
</xbrli:unit>
<orgname1.02.00:OrganisationNameDetails>
<pyde.02.00:OrganisationNameDetails.OrganisationalNameType.Code
contextRef="MSGSND">MN</pyde.02.00:OrganisationNameDetails.OrganisationalNameType.Code>
<pyde.02.00:OrganisationNameDetails.OrganisationalName.Text contextRef="MSGSND">Banzai Pty Ltd</pyde.02.00:OrganisationNameDetails.OrganisationalName.Text>
</orgname1.02.00:OrganisationNameDetails>
<orgname1.02.00:OrganisationNameDetails>
<pyde.02.00:OrganisationNameDetails.OrganisationalNameType.Code
contextRef="CNTPRVD01">MN</pyde.02.00:OrganisationNameDetails.OrganisationalNameType.Code>
<pyde.02.00:OrganisationNameDetails.OrganisationalName.Text
contextRef="CNTPRVD01">Banzai Pty Ltd</pyde.02.00:OrganisationNameDetails.OrganisationalName.Text>
</orgname1.02.00:OrganisationNameDetails>
<orgname1.02.00:OrganisationNameDetails>
<pyde.02.00:OrganisationNameDetails.OrganisationalNameType.Code
contextRef="MSGRCR">MN</pyde.02.00:OrganisationNameDetails.OrganisationalNameType.Code>
<pyde.02.00:OrganisationNameDetails.OrganisationalName.Text contextRef="MSGRCR">Reach Your Goal Fund</pyde.02.00:OrganisationNameDetails.OrganisationalName.Text>
</orgname1.02.00:OrganisationNameDetails>
<prsnstrcnm1.02.00:PersonNameDetails>

```

#### Facts

Provide additional information about a particular context identified in the instance document.

```

<pyde.02.00:PersonNameDetails.FamilyName.Text
contextRef="MSGSD">Sims</pyde.02.00:PersonNameDetails.FamilyName.Text>

<pyde.02.00:PersonNameDetails.GivenName.Text
contextRef="MSGSD">Simon</pyde.02.00:PersonNameDetails.GivenName.Text>

</prsnstrcnm1.02.00:PersonNameDetails>

<email1.02.00:ElectronicContactElectronicMail>

<pyde.02.00:ElectronicContact.ElectronicMail.Usage.Code
contextRef="MSGSD">03</pyde.02.00:ElectronicContact.ElectronicMail.Usage.Code>

<pyde.02.00:ElectronicContact.ElectronicMail.Address.Text
contextRef="MSGSD">simon.sims@banzai.com.au</pyde.02.00:ElectronicContact.ElectronicM
ail.Address.Text>

</email1.02.00:ElectronicContactElectronicMail>

```

### Conceptual Representation of XBRL Facts

## 6.2 XBRL IN CONTRIBUTIONS

### 6.2.1 XBRL Context Specifications

This section defines the context specifications that may be used by all messages specified within this MIG. The rules surrounding optionality (mandatory or optional) and cardinality are also defined.

XBRL Context	Cardinality*	Description
Message Sender	1:1	This context uniquely identifies the entity that will be sending a message. It is important to note that the message sender may not be the employer. The employer may use the services of a third party, for example clearing houses, to send the message on behalf of employers.
Message Receiver	1:1	This context uniquely identifies the receiving party, which is the organisational entity that processes the relevant message. It is important to note that this is not necessarily the receiving APRA-regulated superannuation entity, RSA provider or SMSF (this allows for intermediaries, such as fund administrators or clearing houses, to participate in the transaction).
Payer	1:1	This context will uniquely identify the organisational entity that makes the contribution payment.
Payee	1:1	This context will uniquely identify the entity that receives contribution payments from the payer
Employer	1:n	This context will uniquely identify the entity that makes contribution payments on behalf of an employee/member. For Government Contributions Transaction Request, there will be only one employer context. ATO will populate its own information in this section.

Super Fund Member	1:n	<p>This context will uniquely identify the entity ((individual) who is either registering with or is a registered member of an APRA-regulated superannuation entity, RSA provider or SMSF.</p> <p>It is important to note that not every context is relevant for every message. The MIG sets the rules for determining which contexts apply to particular messages.</p>
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\*Note: Cardinality refers to the number of allowable occurrences.

### 6.2.1.1 Multiple Employer with the Same ABN (Guidance notes G026 and G034)

Within a contribution message the entity identifier for the employer context is the ABN of the employer; and multiple members can be linked to the same employer using the EmployerABNDimension within the Super Fund Member context.

A member cannot be unambiguously linked to an employer where there are multiple employer contexts with the same ABN.

The sending solution must ensure when constructing messages that the same employer entity identifier (ABN) does not appear in multiple contexts with an XBRL document.

From a processing efficiency point of view, if the solution provider has access to the employers' id or number provided by the superannuation fund, then this should be included in the XBRL Fact Identifiers.SuperannuationFundGeneratedEmployer.Identifier

### 6.2.1.2 Large Contribution Files (Guidance Note G020)

The Standard does not specify a maximum number of member records for each contribution message. However, solution providers have experienced performance issues when validating large XBRL documents and it was identified that all contributions messages (i.e. a CTR, GCTR or GCTAR) should be limited to a 10,000-member count in order to mitigate performance issues. By limiting the count to 10,000 members, the size of the XBRL document would come to approx. 50MB which is an appropriate size for business messaging.

### 6.2.1.3 Alternative File Format (Guidance Note G015)

SuperStream legislation allows employers and funds to adopt an agreed alternate file format, subject to conditions detailed in the legislative instrument. To avoid many different formats being independently produced, the ATO and key industry stakeholders co-designed a CSV format for this purpose.

The SuperStream alternative file format is intended to support exchange of member registration and contribution data between employers and funds under either:

- an alternative approach, as documented in the legislative instrument (sometimes known as bridging solutions, or 'Channel B'), or
- to support the exchange of files between an employer and their service provider that will ultimately lead to a conformant exchange of data, once transformed into XBRL and ebMS3/AS4 ('Channel A').

The use of the SuperStream alternative file format is optional and is by mutual agreement between an employer and a fund. Where employers and funds agree to use the format the two parties will work to resolve all remaining implementation choices/details required (in practice this choice, and therefore resolution of details, will often effectively be made by service providers).

The data items contained in the SuperStream alternative file format are intended to align with the data items contained in the Data Standards. The SuperStream alternative file format does not specify the mandatory or optional nature of fields, business rules, data types and field lengths of data items where those items are described in the Data Standards. Developers are expected to reference the Data Standards (including the supporting taxonomy files) in order to understand these details.

## 6.2.2 XBRL Facts and Datatypes

Each XBRL fact (data element) has an associated datatype that defines its usage. For example, the superannuation guarantee amount has a non-negative monetary item datatype which allows positive, zero, and decimals; and an organisation's address has a string item (free text) datatype.

The following guidance notes provide additional clarity for particular XBRL facts and their datatypes. These guidance notes are located on the ATO's Software Developers website at the following link:

[Data & Payment Standards Guidance | ATO Software Developers](#)

### 6.2.2.1 Weekly Hours Worked to Include Decimals (Guidance note G031)

For the MRR version 1, the Weekly Hours Worked for entering decimals for Weekly Hours Worked in the Member Registration Request (MRR) Message.

The data element for capturing was changed from an integer number to a decimal allowing for number up to 3 decimal places. As an interim solution to effect this change, a taxonomy patch was made available to solution providers and can be downloaded from the ATO software developer's site (under Guidance Notes section).

### 6.2.2.2 Organisation Name and Allowable Characters (Guidance Note G029)

The organisation name data element OrganisationNameDetails.OrganisationalName.Text has a specific string item datatype and has a maximum length of 200 characters.

Allowable characters are as follows:

```
[0-9a-zA-Z \.,?!()\{\};'\|\_=@#%\*=&"]
```

To assist efficient message processing by funds, sending solutions must pre-validate their data before sending to ensure that this issue doesn't occur. If the value for organisation name fails pre-validation, the sending solution must modify the name appropriately to align with allowable characters for SuperStream.

### 6.2.2.3 Basic Character set for string elements (Guidance Note G038)

XBRL stringitem type elements have a wide character set available which allows the inclusion of certain unprintable ASCII characters (for example a tab, carriage return or line

feed character). These unprintable characters can cause unpredictable results during processing by a message receiving solution. The same issue can occur with strings contained in XML response messages.

Message sending solutions for contributions messages must adhere to the following principles:

1. Any value provided for a string element that does not have a defined character set should be filtered to detect and eliminate any non-printable ASCII characters before inclusion in a message. This can be achieved by validating the value against a regular expression which specified the printable subset of the possible ASCII character set values.
2. The following expression can be used to remove any characters not in the Unicode point number range x20 to x7E (i.e. equivalent to removing any non-printable characters):
  - a. `[\x20-\x7E]` (this means a set of zero to many characters between space and tilde).

Encoding of XBRL and XML should be UTF-8 as recommended in the ebMS specification.

#### 6.2.2.4 Name Titles and Additional Punctuation (Guidance Note G028)

The SBR taxonomy definition for the name title element `PersonNameDetails.Title.Text` included a full stop in the set of allowable characters however the commonly used title abbreviations under AS 4590 doesn't. In some instances, contributions were rejected due to the inclusion of a full stop in the name title.

It was agreed that a full stop at the end of a title abbreviation is an accepted value for this field, and must not cause a message to be rejected.

**XBRL Document Type** – This Guidance Note applies to MRR, CTR and MVR documents

#### 6.2.2.5 International Addresses & Contribution Messages (Guidance Note G024)

Overseas address formats can vary with position & length of locality/city/suburb and state/territory/province and postal codes made difficult to model in a structured form.

For SuperStream & overseas addresses, sending solutions must ensure that the following fields are set correctly for superannuation funds to properly detect an overseas address.

1. The `AddressDetails.LocalityName.Text` value is set to 'OVERSEAS'
2. The `AddressDetails.Postcode.Text` is not required in the message
3. `AddressDetails.StateOrTerritory.Code` is not required message

#### 6.2.2.6 Entering Payment Type BPAY for Contributions (Guidance Note G023)

An issue was identified with the case sensitivity of the value BPAY applied to the `PaymentMechanism.PaymentMethod.Code` field. The MIG noted the value to be set as "BPAY" however the taxonomy required the value "Bpay". It's worth noting that the contributions Schematron accepted either "BPAY" or "Bpay" as a valid value. This inconsistency caused some contribution messages to be rejected.

As an interim solution, the ATO issued a patch to the taxonomy that will allow either “BPAY” or “Bpay” to be an accepted value. This patch can be downloaded from the ATO software developer’s site (under Guidance Notes section).

### 6.2.2.7 Default Values for Mandatory fields (Guidance Note G022)

There are instances when mandatory information required for the member registration, contribution transaction or MVR messages are not available. The member address, gender and date of birth are values identified in this category. For regulatory timeframes to be met, an agreed set of default values can be submitted when the information is not available. Below are the default values for each item.

#### Member address details

If neither the residential address nor postal address is available, the following default values should be used to populate the residential address elements.

The use of postcode ‘0000’ in combination with country code ‘au’ will alert the receiving party to the fact that these are default values that have been supplied because address details are not available.

Element name	M/C/O	Default value
AddressDetails.Usage.Code	M	‘RES’
AddressDetails.Line1.Text	M	‘UNKNOWN’
AddressDetails.Line2.Text	O	<i>Omit – not required</i>
AddressDetails.Line3.Text	O	<i>Omit – not required</i>
AddressDetails.Line4.Text	O	<i>Omit – not required</i>
AddressDetails.LocalityName.Text	M	‘UNKNOWN’
AddressDetails.Postcode.Text	C/M	‘0000’ (Note: this element is mandatory for Australian addresses)
AddressDetails.StateOrTerritory.Code	C/M	‘ACT’ (Note: this element is mandatory for Australian addresses)
AddressDetails.Country.Code	M	‘au’

#### Date of Birth

Element name	M/C/O	Default value
PersonDemographicDetails.Birth.Date	M	‘1900-01-01’

#### Gender

Valid values for Sex.Code are:

1 = Male

2 = Female

3 = Intersex or Indeterminate

0 = Not stated or inadequately described

If the gender of a member is unknown, the value must be set to '0'.

Element name	M/C/O	Default value
PersonDemographicDetails.Sex.Code	M	'0'

### 6.2.2.8 Use of Spaces in Payment Reference Number (PRN) (Guidance Note G021)

The PRN must be 18 characters in length and can be generated by using three methods:

1. Concatenation Method – This is the ATO's specified algorithm
2. Composite method – The sender concatenates the ABN of the party making the payment and a random seven-digit number
3. Customised Method – Sending solutions can use their own method to generate a PRN.

The customised method allows for a SPACE to be considered a valid character within the PRN value as allowed within the BECS standard however the Data Standards did not specify other rules for the PRN that are inherent to the BECS Lodgement Reference, including that the field must be left justified, meaning no leading spaces.

In some circumstances the sending solutions used the SPACE character as "leading characters" in the PRN, which caused issues in reconciling and ultimately delaying the allocation of contributions to member accounts.

To solve this issue, SPACE characters are not to be used as leading characters for the PRN, nor can they be used as a character within the PRN value. Although there are restrictions on the use of the SPACE character, they can be used as trailing characters to pad out the PRN to an 18 character length.

The PRN value is represented in the data element *PaymentRecord.PaymentReference.Number* within the Contributions Transaction Request message.

Where a Fund receives a PRN with SPACE characters as leading values or the 18 character length is not achieved, the Fund should not reject the message. The Fund should employ measures to determine the actual PRN value in order to match data to the payment. Funds should then contact the employer, or solution provider, to work through the PRN issue(s) to prevent the problem from re-occurring.

### 6.2.2.9 Contributions for Defined Benefits (Guidance Note G019)

Defined Benefit contributions required their own set of data concepts to allow employers to submit contributions through SuperStream.

The Data Standards provides the data elements required by defined benefit schemes via two mechanisms:

- inclusion of commonly used terms which can readily be standardised and also have utility in accumulation schemes wherever possible, and
- inclusion of generic tuples (name-and-value pairs) for terms specific to defined benefits and for which there was no agreed harmonisation between different defined benefit schemes.

These tuples allow declaration of a data concept by a fund with a defined benefit scheme and then reporting of a value against that data concept by the employer. The data concepts are not currently defined in the standard taxonomy as they are specific to each defined benefit scheme. Each fund that has a defined benefit scheme is required under the standard to publish individual schema extensions that specify its data requirements.

Generic Tuples - The generic tuples have data types defined in the underlying schema. These data types do not reflect the full range of data types that would be required if the fields were to be reported in their own right; they are either 'stringItemType' or 'monetaryItemType'.

In addition, the recommended use of the generic tuples should include, within the 'description' child element of each tuple, an explicit statement of the notional data type for the reported value (in either the 'Text' or 'Amount' child element as applies).

Tuples and Child Elements - Whilst a tuple is always optional, the schema requires that, where a generic tuple is used in a business document, the optionality rules for child elements must be followed. This means that, once a decision is made to use a generic tuple, certain child elements will become mandatory within the bounds of that tuple.

Reconciliation of Payments - The following defined benefits data concepts reported with the Contributions Transaction Request (CTR) message are expected to have an associated payment amount and should therefore be considered in the payment reconciliation process:

- Defined Benefit Member Pre-Tax Contribution
- Defined Benefit Member Post Tax Contribution
- Defined Benefit Employer Contribution

To assist the reconciliation process, the following principles are to be applied

- All amounts that have an associated payment must be reported via the 'Superannuation Contribution Other Amounts' tuple and must reconcile with the money received, and
- Any amounts that do not have an associated payment must be reported via the 'Superannuation Contribution Other Details' tuple and do not reconcile with money received.

Superannuable Allowances - Where superannuable allowances are reported in accordance with this guidance note they should be aggregated and reported in a single field. The fund is responsible for agreeing and identifying the relevant allowances. The employer is responsible for reporting the relevant allowances using their payroll system.

#### **6.2.2.10 Telephone Numbers & Special Number Types (Guidance Note G014)**

Solution providers were uncertain on how to represent 13, 1300, 1800 and international telephone numbers in XBRL documents with respect to the area code and telephone number fields.

For 13, 1300, 1800 and international telephone numbers, the whole number must be represented in the *ElectronicContact.Telephone.Minimal.Number* field. The area code field *ElectronicContact.Telephone.Area.Code* must not be included in the XBRL document for these number types.

## 7 OUTCOME AND ERROR RESPONSE MESSAGES

### 7.1 GENERAL

This section must be read in conjunction with Schedule 6– Error Code Management v3.0.

Depending on the response messaging arrangements for an employer, an outcome or error response is used by the receiving fund to communicate the outcomes of processing a MRR, MVR, CTR, GCTR or GCTAR.

A list of common error codes used in the Standard can be found in Section 6 and 7 in Schedule 6.

### 7.2 TECHNICAL AND BUSINESS RESPONSE

For SuperStream, there are 2 main types of response messages.

1. Technical Responses – These responses are intended for the original sending party to evaluate as they relate to a technical issue(s) within the message that prevents a superannuation fund from processing data into core registry systems. After a technical response is sent to the original sending party, it is the responsibility of that sender to correct and re-send the message.

For example Schedule 4a specified the following (page 48):

XBRL Fact	Instructions / Rules	Msg Code
ElectronicContact.ElectronicMail. Usage.Code	1. Mandatory. 2. Must be set to "03" for Contact.	1. SUPER.GEN.GEN.4 2. SUPER.GEN.GEN.5

and short description for each error code according to according to Schedule 6 are:

Message Code	Short Description
1. SUPER.GEN.GEN.4	Mandatory data element not supplied
2. SUPER.GEN.GEN.5	Data element contained an invalid value.

If there is no value supplied for electronic mail usage code, then the system will generate an error message indicating that it is a mandatory entry.

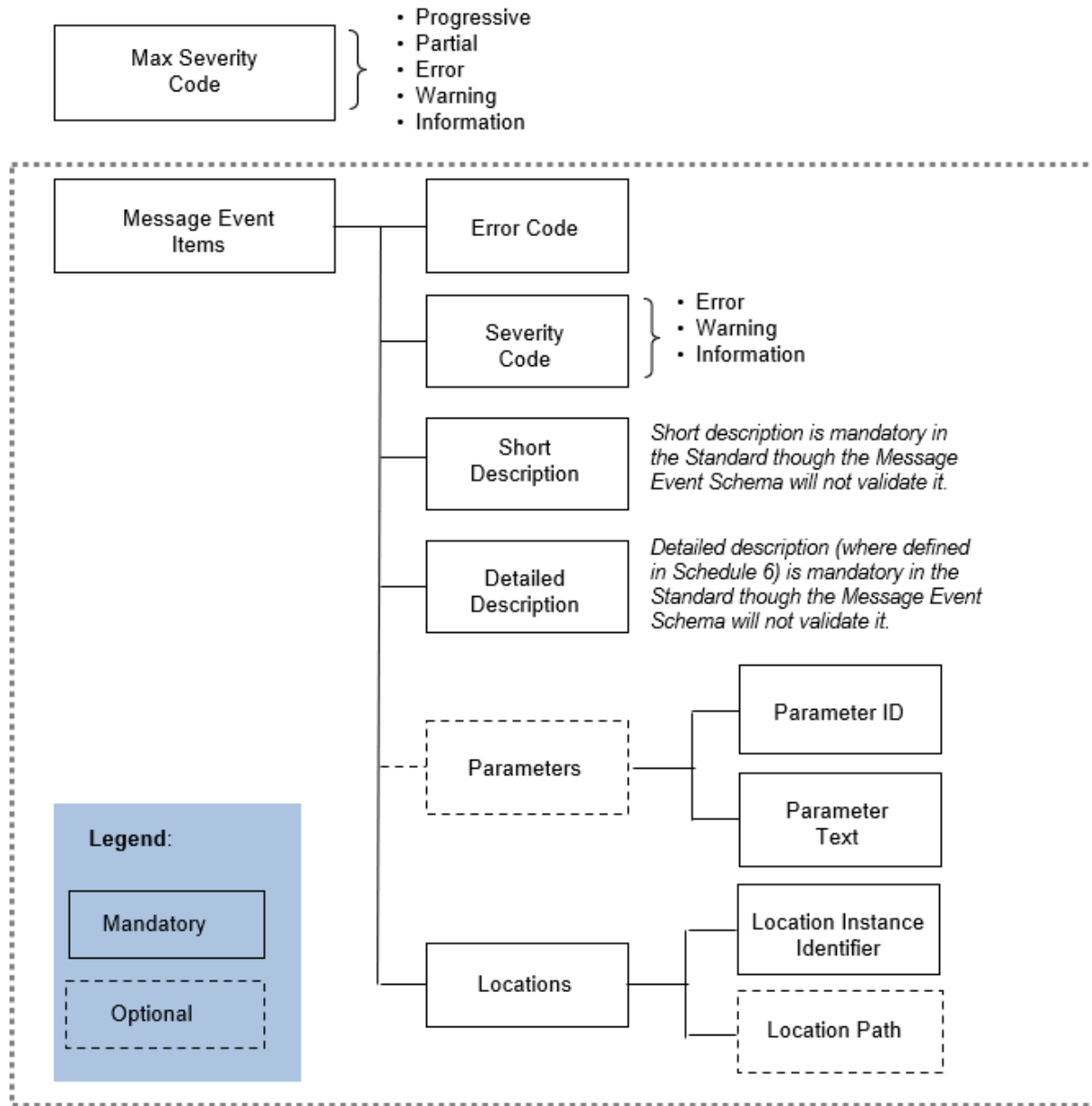
If the value supplied for electronic mail usage code is not "03" then the system will generate an error code indicating that the supplied value is unexpected.

2. Business Responses – The contents of these responses should be forwarded to employers to notify them of unsuccessful processing events requiring employers to take action to enable successful processing. Business responses may also be a confirmation of successful processing. Examples of business responses are detailed in the table below. This would occur when a Fund cannot accept a contribution for processing.

Message Code	Short Description
SUPER.GEN.GEN.21	Member not found with supplied information.
SUPER.GEN.GEN.22	No longer a member of specified Superannuation fund.

### 7.3 MESSAGE EVENT STRUCTURE

Response messages must comply with the Message Event structure as per the Schema in Schedule 6 (Appendix A), and is illustrated in the diagram below:



Error Message Structure

#### 7.3.1 Maximum Severity Code

'Maximum severity' occurs once per message event (e.g. a member registration outcome response), which reports the highest level of error condition within the response message. There are five levels for maximum severity:

- Progressive – Response commences prior to finalising processing of all components of the original request message. Potentially multiple response messages will be received for the original request message.
- Partial – All processing of the original request message is completed, and a single response message is sent. This code suggests that some components have succeeded and some failed.
- Error - All processing of the original request message is completed, and a single response message is sent. This code suggests that all components of the original request message failed processing.
- Warning - All processing of the original request message is completed, and a single response message is sent. This code suggests that the original request message is processed successfully however one or more components encountered some issues.
- Information - All processing of the original request message is completed, and a single response message is sent. All components of the original request message are processed successfully.

### 7.3.2 Severity Code within an Event Item

Each Event Item has an associated Error Code and Severity code. Severity code has the following levels:

- Errors (processing failed, e.g. payment cannot be allocated to member's account)
- Warning (processing was successful, however some problems were encountered, and the receiving fund expects the data to be reviewed by the employer), or
- Information (processing was successful and other details may follow, e.g. member is registered successfully, and member's client ID is provided).

### 7.3.3 Response Scope

As SuperStream outcome responses can refer to individual components or aggregation of components from a request message, certain rules should be followed to allow efficient processing of response messages.

- Within a certain response scope, the following event item severity combinations are not valid:
  - Error / Warning
  - Error / Information

(This is because Error indicates that processing for a scope is unsuccessful; while Warning or Information means processing is successful.)

- Once a response has been sent for a particular response scope, no further responses can be sent for any subset of the scope, or at a higher scope level that include the response scope.

For example, if an employer context is in error causing contributions from this employer cannot be accepted, further responses cannot be sent for any member(s)

related to this employer context. If a response is at a contribution type level within a member context, further responses for this member can only be at contribution type level, not member level.

## 7.4 ERROR HANDLING (GUIDANCE NOTE G018)

Each Message Event XML document MUST only relate to a single XBRL request document. This means that it is not permissible to provide a Message Event XML that includes responses for members from multiple XBRL documents (the 1-to-1 rule).

Identification and location of errors will be facilitated through the following mechanisms:

- ConversationID

This is at the ebMS envelope level. As stated in Section 6.3 a response message MUST have the same Conversation ID as the corresponding request that originated the conversation.

- Part ID

Each XBRL document within a request message has a Part ID. In a response message, this value is contained in the *Location Instance Identifier* fields to assist locating the corresponding XBRL business document. As per the 1-to-1 rule, all Event Items within a Message Event XML must have the same value for *Location Instance Identifier* (by referring to the same Part ID).

- Parameters

A standard set of parameters will be reported within each Event Item to enable contextualisation of errors. This allows errors to pass easily through data format translations and avoids the need for the sender to retain the original XBRL document.

Detailed requirements for each outcome response are included in Schedule 6 – Error Code Management v3.0, Appendix B.

## 7.5 REFUND PAYMENTS IN OUTCOME RESPONSES

As part of the Response Messaging work sponsored by the ATO, a set of essential information has been defined in outcome responses from fund to back to the employer that enables the employer to determine exactly which employees are affected by a refund of contribution payment. This approach is also used by government-to-business transactions within the Standard, to allow funds to report issues and send associated refund payments to the ATO in GCTER and GCTAOR messages.

There are four different levels of refund where contribution payments cannot be allocated:

1. A business-document-level refund

None of the contributions for any of the employers and associated members can be allocated within a particular XBRL business document, and full payment is being refunded.

2. An employer-level refund

Where multiple employers are included in an XBRL business documents, but contributions for all members associated with an employer cannot be allocated. Contribution for members associated with this employer is being refunded.

3. A member-context-level refund

Contributions for certain members cannot be allocated and is being refunded.

4. A member-context-level-contribution-type refund

Where multiple contribution types are reported for one member, but a particular contribution type cannot be accepted or allocated and is being refunded.

An XML example for each refund level is included in Appendix B.

Similar to a request message, there must be a 1 to 1 relationship between refund and response message. Different sets of information need to be provided to the employers to understand which employees are affected with further details included in Schedule 6 – Error Code Management v3.0, Appendix B for refund parameter sets. Communication of refund payments must comply with Schedule 3, while the fund may choose to create a new PRN or re-use the PRN in the corresponding request message, both the original and the refund PRN must be provided in the CTER.

## 7.6 IDENTIFYING WHEN TO SEND RESPONSE MESSAGES

Sending error & outcome response messages in the Standards depends on the original ebMS message and whether the signal for response messaging was included.

The signal for response messaging is represented by the part property “ElectronicErrorMessaging”. If this part property has been included in the original ebMS message containing member registrations, contributions or member verifications for processing, then the sending party is capable of receiving a response message.

Where this part property has not been provided in the original message, then the Super Fund must provide a response back to the sending party via other means, but preferably electronic (e.g. email).

## 8 PAYMENT METHODS

### 8.1 GENERAL

The Schedule 3 document – Payment Methods defines the payment methods that employers, APRA-regulated superannuation entities, RSA providers, SMSFs and ATO must use to comply with the Standard and specifies the method of generating a unique reference number.

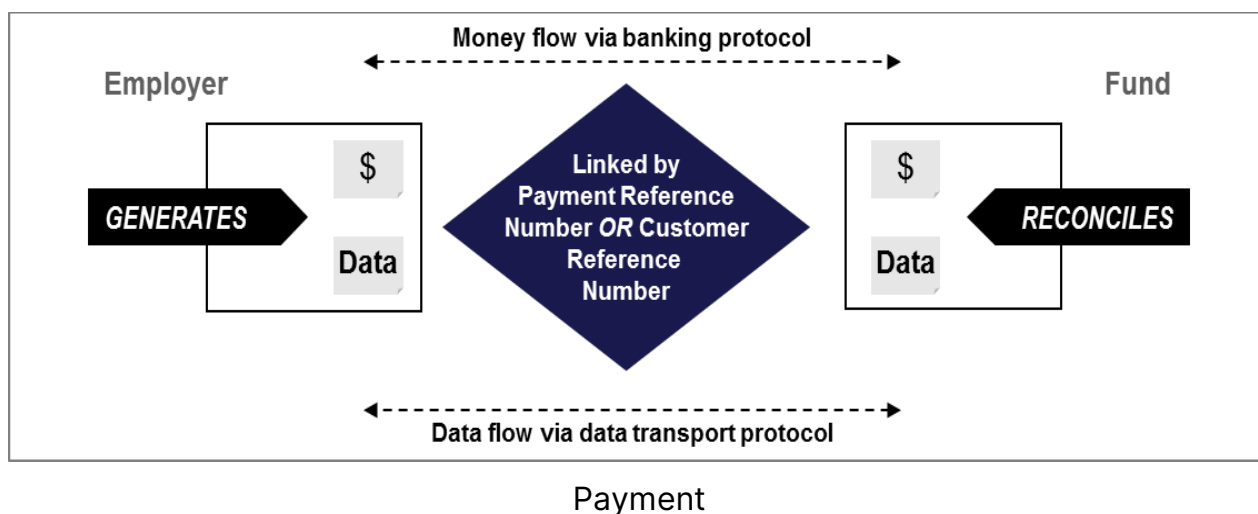
This requirement ensures that:

- electronic payments (which flow via the banking system), and
- the related superannuation transaction details (which flow via the data messaging system) can be reconciled efficiently by the receiving party.

Acceptable payment options for Contributions are based on the Bulk Electronic Clearing System Direct Entry (BECS DE) maintained by the Australian Payment Clearing Association (APCA), BPAY maintained by BPAY Pty Ltd or New Payments Platform (NPP) maintained by Australian Payments Plus.

To comply with the Standard:

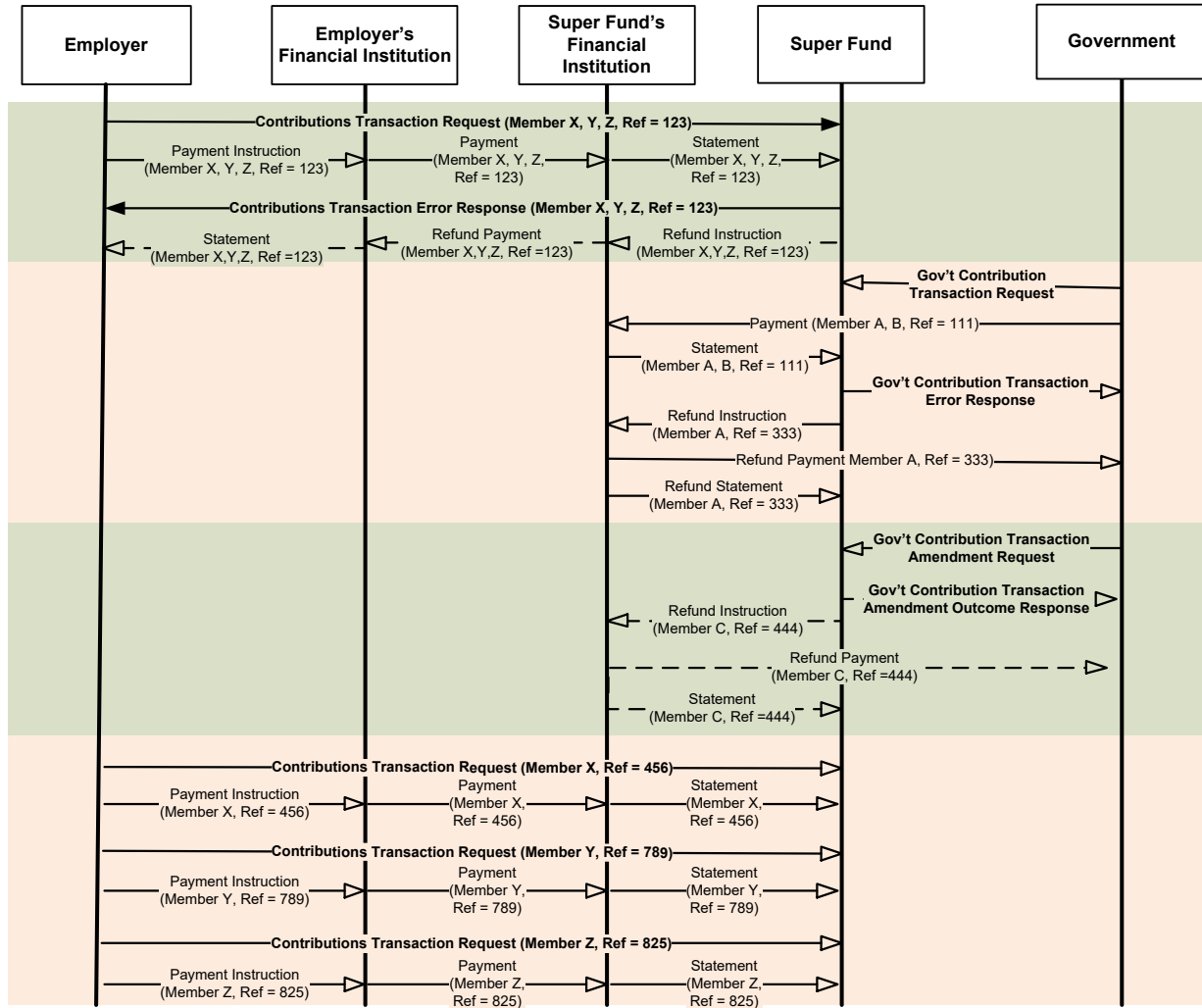
- Payment must be by electronic transfer, payment by cheque is not allowed, and
- Data and money must be linked by a unique transaction identifier – if there is no unique identifier then it is a **non-compliant** transaction.



**Note:** The fund may have a 'service agent' handling data and/or money transactions on their behalf. The legal responsibility under the Standard remains with either the sender or receiver irrespective of the role of these intermediaries.

There must be a one-to-one relationship between a payment and a request message, and a one-to-one relationship between a payment and an outcome / error response message where an associated (refund) payment is associated (this rule applies to both B2B and G2B interactions).

The diagram below shows the one-to-one relationship between a Contributions Transaction Request and a payment and a Government Contribution Transaction Request and a payment.



### Amending Contribution Payments

If an employer identifies an error within a Contributions Transaction Request that has been successfully lodged with an APRA-regulated superannuation entity, RSA provider or SMSF they have the following options available:

- Underpayment of Contributions

Scenario 1 - This occurs when the payment amount received is less than the total value specified in the CTR message. Funds will identify the discrepancy during reconciliation processes, and must contact the employer, or the employer's solution provider, to resolve the issue within the legislated timeframes. Where the issue has not been resolved, the Fund can then forward the appropriate response message.

Scenario 2 – This occurs where the employer identified an underpayment for one or more employees, while a CTR has been lodged and processed successfully by the fund. In this scenario, employers should lodge another CTR to 'top up' the payment, i.e. the additional CTR message should only include employers that are underpaid and the underpaid amount. An employer should not send a CTR with an attempt to replace a previous CTR.

- Overpayment of Contributions – In the event that the payment amount received is greater than the contribution transaction request messages, all contributions reported should be allocated to member accounts within legislated timeframes. The fund would then contact the employer, or the employer's solution provider, to determine how to proceed with the amount overpaid as it may relate to an allocation to a members account that was not reported in the message. Where the issue has not been resolved, the Fund can then forward the appropriate response message.
- Cancellation of a Transaction – Cancellation of a transaction is not in scope of the Standard. If an employer needs to cancel a contribution transaction that has been successfully lodged or processed, they should contact the fund via other processes deemed relevant between the related parties.

## 9 APPENDIX A - XML RESPONSE MESSAGE EXAMPLE

Below are a number of examples of the Event XML structure for a Transaction Error Response, with associated refund at different refund level.

### 9.1 BUSINESS DOCUMENT LEVEL REFUND

A business document level refund happens when the original request message has completed processing, and one single outcome message is generated. This could be when:

- an error is detected that prevent processing of all transactions within a message, and a full refund is required;
- in a government amendment request, all members included are processed successfully and the outcome response include a full refund.

A business document level response is the broadest scope of a response, and the event item refers to all transactions in the corresponding request message.

Two examples are provided below:

- A.** Government contributions cannot be accepted by the fund therefore the full amount in the original GCTR is refunded (SUPER.GEN.CNTRBTN.16).

GCTR	
PRN	456789012345678901
Member 1	\$7000.00
Member 2	\$8000.00
Total payment	\$15000.00

*NOTE: This is a business document level response therefore the outcome response does not require full details of each member.*

*<!-- ConversationId is included in ebMS message level, and must be the same value of the corresponding request message -->*

```
<?xml version="1.0" encoding="UTF-8"?>
```

```
<tns:Event xmlns:tns="http://sbr.gov.au/comn/event.02.data">
```

```
  <tns:MaximumSeverity.Code>Error</tns:MaximumSeverity.Code>
```

```
  <tns:EventItems>
```

```
    <tns:EventItem>
```

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```

<tns:Error.Code>SUPER.GEN.CNTRBTN.16</tns:Error.Code>
<tns:Severity.Code>Error</tns:Severity.Code>
<tns:Short.Description>Government super contribution cannot be accepted.</tns:Short.Description>
<tns:Parameters>
  <tns:Parameter>
    <tns:Parameter.Identifier>ContextID</tns:Parameter.Identifier>
    <tns:Parameter.Text>CNTPRVD01</tns:Parameter.Text>
  </tns:Parameter>
  <tns:Parameter>
    <tns:Parameter.Identifier>Identifier</tns:Parameter.Identifier>
    <tns:Parameter.Text>51825753556</tns:Parameter.Text>
  </tns:Parameter>
  <tns:Parameter>
    <tns:Parameter.Identifier>Scheme</tns:Parameter.Identifier>
    <tns:Parameter.Text>http://www.abr.gov.au/abn</tns:Parameter.Text>
  </tns:Parameter>
  <tns:Parameter>
    <tns:Parameter.Identifier>ReportPartyTypeDimension</tns:Parameter.Identifier>
    <tns:Parameter.Text> Employer</tns:Parameter.Text>
  </tns:Parameter>
  <tns:Parameter>
    <tns:Parameter.Identifier>RefundAmount</tns:Parameter.Identifier>
    <tns:Parameter.Text>15000.00</tns:Parameter.Text>
  </tns:Parameter>
  <tns:Parameter>
    <tns:Parameter.Identifier>RefundPaymentReferenceNumber</tns:Parameter.Identifier>
    <tns:Parameter.Text>123456789012345678</tns:Parameter.Text>
  </tns:Parameter>
  <tns:Parameter>
    <tns:Parameter.Identifier>RefundPaymentTotal</tns:Parameter.Identifier>
    <tns:Parameter.Text>15000.00</tns:Parameter.Text>
  </tns:Parameter>
  <tns:Parameter>
    <tns:Parameter.Identifier>OriginalPaymentReferenceNumber</tns:Parameter.Identifier>
    <tns:Parameter.Text>456789012345678901</tns:Parameter.Text>
  </tns:Parameter>
</tns:Parameters>
<!--Location Instance Identifier must have the value of the PartID of the corresponding XBRL business document -->
<tns:Locations>

```

*NOTE:  
RefundPaymentReferenceNumber is mandatory if a new PRN is generated for the refund payment.*

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## OFFICIAL

```

    <tns:Location>
      <tns:Location.Instance.Identifier>123</tns:Location.Instance.Identifier>
    </tns:Location>
  </tns:Locations>
</tns:EventItem>
</tns:EventItems>
</tns:Event>

```

- B.** Government contributions amendment request is fully processed by the fund and a GCTAOR message is generated with full refund amount as requested (SUPER.GEN.CNTRBTN.17).

GCTAR	
Member 1	\$1000.00
Member 2	\$2000.00
Total requested payment	\$3000.00

*NOTE: This is a business document level response therefore the outcome response does not require full details of each member.*

*<!-- ConversationId is included in ebMS message level, and must be the same value of the corresponding request message -->*

```

<?xml version="1.0" encoding="UTF-8"?>
<tns:Event xmlns:tns="http://sbr.gov.au/conn/event.02.data">
  <tns:MaximumSeverity.Code>Information</tns:MaximumSeverity.Code>
  <tns:EventItems>
    <tns:EventItem>
      <tns:Error.Code>SUPER.GEN.CNTRBTN.17</tns:Error.Code>
      <tns:Severity.Code>Information</tns:Severity.Code>
      <tns:Short.Description>Government contribution amendment request has been processed successfully.</tns:Short.Description>
      <tns:Parameters>
        <tns:Parameter>
          <tns:Parameter.Identifier>ContextID</tns:Parameter.Identifier>
          <tns:Parameter.Text>CNTPRVD01</tns:Parameter.Text>
        </tns:Parameter>
        <tns:Parameter>
          <tns:Parameter.Identifier>Identifier</tns:Parameter.Identifier>
          <tns:Parameter.Text>51825753556</tns:Parameter.Text>
        </tns:Parameter>
        <tns:Parameter>
          <tns:Parameter.Identifier>Scheme</tns:Parameter.Identifier>

```

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```

        <tns:Parameter.Text>http://www.abr.gov.au/abn</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
        <tns:Parameter.Identifier>ReportPartyTypeDimension</tns:Parameter.Identifier>
        <tns:Parameter.Text> Employer</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
        <tns:Parameter.Identifier>RefundAmount</tns:Parameter.Identifier>
        <tns:Parameter.Text>3000.00</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
        <tns:Parameter.Identifier>RefundPaymentReferenceNumber</tns:Parameter.Identifier>
        <tns:Parameter.Text>123456789012345678</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
        <tns:Parameter.Identifier>RefundPaymentTotal</tns:Parameter.Identifier>
        <tns:Parameter.Text>3000.00</tns:Parameter.Text>
    </tns:Parameter>
</tns:Parameters>
<!--Location Instance Identifier must have the value of the PartID of the corresponding XBRL business document -->
    <tns:Locations>
        <tns:Location>
            <tns:Location.Instance.Identifier>123</tns:Location.Instance.Identifier>
        </tns:Location>
    </tns:Locations>
</tns:EventItem>
</tns:EventItems>
</tns:Event>

```

*NOTE:  
RefundPaymentReferenceNumber  
is mandatory if a new PRN is  
generated for the refund payment.*

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## 9.2 EMPLOYER LEVEL REFUND

An employer level refund occurs when an error or issue has been identified for a particular employer in the message. Where the contributions could not be allocated, the payment from that employer (for all associated members) is being refunded. In the below example, an error occurred within an employer context (mandatory element not supplied), and contributions made for all members by this employer are refunded (SUPER.GEN.GEN.4).

CTR	
Employer 1	12345678901 (ABN) CNTPRVD01 (context ID)
Member 1	\$1000.00
Member 2	\$900.00
<i>Employer 2, 3, 4..., Members 3, 4, 5...</i>	
PRN	456789012345678901
<b>Total payment</b>	<b>\$5000.00</b>

*NOTE: Total payment from employer 1 is \$1900.00.*

*NOTE: This is an employer level response therefore the outcome response does not require full details of each member.*

*<!-- ConversationId is included in ebMS message level, and must be the same value of the corresponding request message -->*

*<?xml version="1.0" encoding="UTF-8"?>*

*<tns:Event xmlns:tns="http://sbr.gov.au/comn/event.02.data">*

*<tns:MaximumSeverity.Code>Partial</tns:MaximumSeverity.Code>*

*<tns:EventItems>*

*<tns:EventItem>*

*<tns:Error.Code>SUPER.GEN.GEN.4</tns:Error.Code>*

*<tns:Severity.Code>Error</tns:Severity.Code>*

*<tns:Short.Description>Mandatory data element not supplied</tns:Short.Description>*

*<!-- Detailed Description is mandatory in the response (per definitions in Schedule 6 -->*

*<tns:Detailed.Description>{elementname} is mandatory and MUST be provided. </tns:Detailed.Description>*

*<tns:Parameters>*

*<tns:Parameter>*

*<tns:Parameter.Identifier>ContextID</tns:Parameter.Identifier>*

*<tns:Parameter.Text>CNTPRVD01</tns:Parameter.Text>*

*</tns:Parameter>*

*</tns:Parameters>*

```
        <tns:Parameter.Identifier>Identifier</tns:Parameter.Identifier>
        <tns:Parameter.Text>12345678901</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
        <tns:Parameter.Identifier>Scheme</tns:Parameter.Identifier>
        <tns:Parameter.Text>http://www.abr.gov.au/abn</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
        <tns:Parameter.Identifier>ReportPartyTypeDimension</tns:Parameter.Identifier>
        <tns:Parameter.Text> Employer</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
        <tns:Parameter.Identifier>RefundAmount</tns:Parameter.Identifier>
        <tns:Parameter.Text>1900.00</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
        <tns:Parameter.Identifier>RefundPaymentTotal</tns:Parameter.Identifier>
        <tns:Parameter.Text>1900.00</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
        <tns:Parameter.Identifier>OriginalPaymentReferenceNumber</tns:Parameter.Identifier>
        <tns:Parameter.Text>456789012345678901</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
        <tns:Parameter.Identifier>elementname</tns:Parameter.Identifier>
        <tns:Parameter.Text>OrganisationNameDetails.OrganisationName.Text</tns:Parameter.Text>
    </tns:Parameter>
</tns:Parameters>
<tns:Locations>
    <tns:Location>
        <tns:Location.Instance.Identifier>68304e14-81bd-4a32-9195-1a4b8cd22046 </tns:Location.Instance.Identifier>
    </tns:Location>
</tns:Locations>
</tns:EventItem>
</tns:EventItems>
</tns:Event>
```

### 9.3 MEMBER CONTEXT LEVEL REFUND

A member context level refund happens when the contributions for particular members (as part of the total payment for a business document) has an error.

In the below examples, fund has PARTIALLY processed a GCTAR message:

GCTAR		
Member 1	\$1000.00	processed successfully and a refund of \$1000.00 is included (SUPER.GEN.CNTRBTN.17)
Member 2	\$2000.00	member has insufficient funds and fund only refunds \$1500.00 (SUPER.GEN.CNTRBTN.19)
Member 3	\$3000.00	amendment request cannot be processed for this member (SUPER.GEN.CNTRBTN.18)
<b>Total requested payment \$6000.00; actual refund total amount \$2500.00</b>		

```

<!-- ConversationId is included in ebMS message level -->
<?xml version="1.0" encoding="UTF-8"?>
<tns:Event xmlns:tns="http://sbr.gov.au/conn/event.02.data">
  <tns:MaximumSeverity.Code>Partial</tns:MaximumSeverity.Code>
  <tns:EventItems>
    <tns:EventItem>
      <tns:Error.Code>SUPER.GEN. CNTRBTN.17</tns:Error.Code>
      <tns:Severity.Code>Information</tns:Severity.Code>
      <tns:Short.Description>Government contribution amendment request has been processed successfully</tns:Short.Description>
    </tns:EventItem>
  </tns:EventItems>
</tns:Event>
<!-- Detailed Description is mandatory in the response (per definitions in Schedule 6 -->
  <tns:Parameters>
    <tns:Parameter>
      <tns:Parameter.Identifier>ContextID</tns:Parameter.Identifier>
      <tns:Parameter.Text>SFM01</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
      <tns:Parameter.Identifier>Identifier</tns:Parameter.Identifier>
      <tns:Parameter.Text>123456789</tns:Parameter.Text>
    </tns:Parameter>
  </tns:Parameters>

```

*EventItem 1 for member 1, with a refund of \$1000.00*

```
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>Scheme</tns:Parameter.Identifier>
  <tns:Parameter.Text>http://www.ato.gov.au/tfn</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>ReportPartyTypeDimension</tns:Parameter.Identifier>
  <tns:Parameter.Text>SuperFundMember</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>EmployersABNDimension</tns:Parameter.Identifier>
  <tns:Parameter.Text>51825753556</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>SuperFundABNDimension</tns:Parameter.Identifier>
  <tns:Parameter.Text>11100472571</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>SuperannuationFundUniqueSuperannuationIdentifierDimension</tns:Parameter.Identifier>
  <tns:Parameter.Text>11100472571001</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>RefundAmount</tns:Parameter.Identifier>
  <tns:Parameter.Text>1000.00</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>RefundPaymentReferenceNumber</tns:Parameter.Identifier>
  <tns:Parameter.Text>123456789012345678</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>RefundPaymentTotal</tns:Parameter.Identifier>
  <tns:Parameter.Text>2500.00</tns:Parameter.Text>
</tns:Parameter>
</tns:Parameters>
<tns:Locations>
  <tns:Location>
    <tns:Location.Instance.Identifier>68304e14-81bd-4a32-9195-1a4b8cd22046</tns:Location.Instance.Identifier>
  </tns:Location>
</tns:Locations>
```

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```

</tns:EventItem>
<tns:EventItem>
  <tns:Error.Code>SUPER.GEN. CNTRBTN.19</tns:Error.Code>
  <tns:Severity.Code>Warning</tns:Severity.Code>
  <tns:Short.Description>Insufficient funds in member account</tns:Short.Description>
<!-- Detailed Description is mandatory in the response (per definitions in Schedule 6 -->
  <tns:Parameters>
    <tns:Parameter>
      <tns:Parameter.Identifier>ContextID</tns:Parameter.Identifier>
      <tns:Parameter.Text>SFM02</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
      <tns:Parameter.Identifier>Identifier</tns:Parameter.Identifier>
      <tns:Parameter.Text>234567890</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
      <tns:Parameter.Identifier>Scheme</tns:Parameter.Identifier>
      <tns:Parameter.Text>http://www.ato.gov.au/tfn</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
      <tns:Parameter.Identifier>ReportPartyTypeDimension</tns:Parameter.Identifier>
      <tns:Parameter.Text>SuperFundMember</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
      <tns:Parameter.Identifier>EmployersABNDimension</tns:Parameter.Identifier>
      <tns:Parameter.Text>51825753556</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
      <tns:Parameter.Identifier>SuperFundABNDimension</tns:Parameter.Identifier>
      <tns:Parameter.Text>11100472571</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
      <tns:Parameter.Identifier>SuperannuationFundUniqueSuperannuationIdentifierDimension</tns:Parameter.Identifier>
      <tns:Parameter.Text>11100472571001</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
      <tns:Parameter.Identifier>RefundAmount</tns:Parameter.Identifier>
      <tns:Parameter.Text>1500.00</tns:Parameter.Text>
    </tns:Parameter>
  </tns:Parameters>

```

*EventItem 2 for member 2, with a refund of \$1500.00*

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```

<tns:Parameter>
  <tns:Parameter.Identifier>RefundPaymentReferenceNumber</tns:Parameter.Identifier>
  <tns:Parameter.Text>123456789012345678</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>RefundPaymentTotal</tns:Parameter.Identifier>
  <tns:Parameter.Text>2500.00</tns:Parameter.Text>
</tns:Parameter>
</tns:Parameters>
<tns:Locations>
  <tns:Location>
    <tns:Location.Instance.Identifier>68304e14-81bd-4a32-9195-1a4b8cd22046</tns:Location.Instance.Identifier>
  </tns:Location>
</tns:Locations>
</tns:EventItem>
<tns:EventItem>
  <tns:Error.Code>SUPER.GEN. CNTRBTN.18</tns:Error.Code>
  <tns:Severity.Code>Error</tns:Severity.Code>
  <tns:Short.Description>Government contribution amendment request cannot be processed</tns:Short.Description>
<!-- Detailed Description is mandatory in the response (per definitions in Schedule 6 -->
  <tns:Parameters>
    <tns:Parameter>
      <tns:Parameter.Identifier>ContextID</tns:Parameter.Identifier>
      <tns:Parameter.Text>SFM03</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
      <tns:Parameter.Identifier>Identifier</tns:Parameter.Identifier>
      <tns:Parameter.Text>345678901</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
      <tns:Parameter.Identifier>Scheme</tns:Parameter.Identifier>
      <tns:Parameter.Text>http://www.ato.gov.au/tfn</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
      <tns:Parameter.Identifier>ReportPartyTypeDimension</tns:Parameter.Identifier>
      <tns:Parameter.Text>SuperFundMember</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
      <tns:Parameter.Identifier>EmployersABNDimension</tns:Parameter.Identifier>

```

*EventItem 3 for member 3, no refund.*

```
        <tns:Parameter.Text>51825753556</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
    <tns:Parameter.Identifier>SuperFundABNDimension</tns:Parameter.Identifier>
        <tns:Parameter.Text>11100472571</tns:Parameter.Text>
    </tns:Parameter>
    <tns:Parameter>
    <tns:Parameter.Identifier>SuperannuationFundUniqueSuperannuationIdentifierDimension</tns:Parameter.Identifier>
        <tns:Parameter.Text>11100472571001</tns:Parameter.Text>
    </tns:Parameter>
</tns:Parameters>
<tns:Locations>
    <tns:Location>
        <tns:Location.Instance.Identifier>68304e14-81bd-4a32-9195-1a4b8cd22046</tns:Location.Instance.Identifier>
    </tns:Location>
</tns:Locations>
</tns:EventItem>
</tns:EventItems>
</tns:Event>
```

## 9.4 CONTRIBUTION TYPE REFUND

A contribution type refund may occur where multiple types of contributions is reported within a member context, and a particular contribution type cannot be processed.

In the below example, an employer did not provide member 1's TFN while it is required to process personal contributions. Other contribution amounts are processed and the refund only includes the personal contributions amount (SUPER.GEN.CNTRBTN.5).

CTR	
Employer 1	12345678901 (ABN) CNTPRVD01 (context ID)
Member 1	Personal contributions: \$200.00 Super Guarantee: \$500.00
Member 2	\$900.00
PRN	456789012345678901
<b>Total payment</b>	<b>\$1600.00</b>

<!-- ConversationId is included in ebMS message level -->

<?xml version="1.0" encoding="UTF-8"?>

<tns:Event xmlns:tns="http://sbr.gov.au/comn/event.02.data">

<tns:MaximumSeverity.Code>Partial</tns:MaximumSeverity.Code>

<tns:EventItems>

<tns:EventItem>

<tns:Error.Code>SUPER.GEN.CNTRBTN.5</tns:Error.Code>

<tns:Severity.Code>Error</tns:Severity.Code>

<tns:Short.Description>Member TFN required for this contribution</tns:Short.Description>

<!-- Detailed Description is mandatory in the response (per definitions in Schedule 6-->

<tns:Detailed.Description < Member TFN required for this Contribution. Contribution Provider allocated Member ID equals {memberid}>

<tns:Parameters>

<tns:Parameter>

<tns:Parameter.Identifier>ContextID</tns:Parameter.Identifier>

```
<tns:Parameter.Text>SFM01</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>Identifier</tns:Parameter.Identifier>
  <tns:Parameter.Text>smith01</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>Scheme</tns:Parameter.Identifier>
  <tns:Parameter.Text>http://www.sbr.gov.au/id</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>ReportPartyTypeDimension</tns:Parameter.Identifier>
  <tns:Parameter.Text>SuperFundMember</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>EmployersABNDimension</tns:Parameter.Identifier>
  <tns:Parameter.Text>12345678901</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>SuperFundABNDimension</tns:Parameter.Identifier>
  <tns:Parameter.Text>11100472571</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>SuperannuationFundUniqueSuperannuationIdentifierDimension</tns:Parameter.Identifier>
  <tns:Parameter.Text>11100472571001</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>ContributionType</tns:Parameter.Identifier>
  <tns:Parameter.Text>SuperannuationContribution.PersonalContributions.Amount</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>RefundAmount</tns:Parameter.Identifier>
  <tns:Parameter.Text>200.00</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>RefundPaymentReferenceNumber</tns:Parameter.Identifier>
  <tns:Parameter.Text>123456789012345678</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
```

```
<tns:Parameter.Identifier>RefundPaymentTotal</tns:Parameter.Identifier>
  <tns:Parameter.Text>200.00</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>OriginalPaymentReferenceNumber</tns:Parameter.Identifier>
  <tns:Parameter.Text>456789012345678901</tns:Parameter.Text>
</tns:Parameter>
<tns:Parameter>
  <tns:Parameter.Identifier>memberid</tns:Parameter.Identifier>
  <tns:Parameter.Text>smith01</tns:Parameter.Text>
</tns:Parameter>
</tns:Parameters>
<tns:Locations>
  <tns:Location>
    <tns:Location.Instance.Identifier>68304e14-81bd-4a32-9195-1a4b8cd22046</tns:Location.Instance.Identifier>
  </tns:Location>
</tns:Locations>
</tns:EventItem>
</tns:EventItems>
</tns:Event>
```

## 10 APPENDIX B – MVR FRAUD GUIDANCE

### 10.1 FRAUD RISK IN MEMBER VERIFICATION REQUESTS

Fraud in the context of MVR refers to the use of verification requests as part of broader activity intended to deceive or enable unauthorised transactions.

MVR presents a relatively low direct fraud risk, as an MVR will only confirm whether a contribution can be accepted based on the information provided and does not return member data. It is unlikely that MVR would be used to directly commit fraud. However, it may act as an indicator of fraud risk or be leveraged as part of broader activity, such as phishing.

MVR activity may, in some circumstances, form part of broader patterns of behaviour that warrant further consideration.

### 10.2 Good practice to manage Member Verification Request fraud risk

Industry participants should focus on monitoring MVR usage in context and over time, rather than assessing individual requests in isolation.

Good practice may include:

- monitoring MVR usage patterns over time to identify unusual frequency, volume or sequencing of activity
- identifying activity that does not align with expected contribution behaviour or typical patterns
- applying internal flags or alerts where behaviour appears inconsistent or warrants further review
- reviewing related downstream transactions where activity appears atypical
- applying existing fraud and risk management controls where broader patterns of concern are identified
- working across the transaction chain to investigate and resolve issues

As different participants in the MVR transaction chain (employers, DSPs, gateways, clearing houses and funds) have visibility of different parts of the process, monitoring and controls should vary depending on role.

#### Controls based on role

Participant	Visibility	Suggested good practices
DSPs	Upstream request generation and employer behaviour	<ul style="list-style-type: none"> <li>• Applying appropriate controls at point of access such as verifying user identity or restricting system access</li> <li>• Monitoring for unusual user behaviour or change in request patterns</li> <li>• Preventing repeated or unnecessary MVR submissions</li> </ul>

		<ul style="list-style-type: none"> <li>Investigating and resolving issues at source</li> </ul>
Gateways / Clearing houses	Message flow across multiple participants	<ul style="list-style-type: none"> <li>Monitoring for unusual patterns across multiple funds or employers</li> <li>Detecting abnormal volume or sequences of MVR and SuperStream requests</li> <li>Detecting activity that may not be visible to individual funds in isolation</li> <li>Investigating and resolving issues at source</li> <li>Engaging with DSPs, funds or other parties to investigate and resolve identified issues</li> </ul>
Super funds	Downstream outcomes and member activity	<ul style="list-style-type: none"> <li>Monitoring alignment between MVR activity and subsequent contribution behaviour</li> <li>Detecting MVR activity followed by atypical transactions</li> <li>Applying flags or alerts where activity appears unusual, with refinement over time to reduce false positives</li> <li>Prioritising higher risk activity based on MVR signals to inform downstream controls</li> <li>Investigating and resolving issues within the fund's control and engaging other parties where needed</li> </ul>
ATO	System oversight and escalation	<ul style="list-style-type: none"> <li>Providing guidance to prevent MVR fraud</li> <li>Monitoring broader system impacts and emerging issues based on industry feedback</li> </ul>

This document was prepared in May 2026 prior to the implementation of MVR and is based on initial industry discussion. Industry and the ATO will monitor MVR usage following implementation and may update this guidance as required to reflect observed behaviours and emerging risks.

### **MVR misuse**

Misuse of MVR occurs where it is used outside of its intended purpose of verifying whether a fund can accept a contribution. This includes using MVR where contributions are already being processed correctly and there is no change in circumstances.

Examples of misuse include repeated use of MVR for the same employee when making contributions even though previous contribution were successfully received and allocated, and there has been no change to circumstances; or routine use of MVR across all employees rather than only where verification is required.

### **Good practices to reduce and manage Member Verification Request misuse**

Industry participants should focus on identifying and addressing unnecessary MVR usage at source, particularly where it creates avoidable system activity.

Good practice may include:

- monitoring usage patterns over time to identify repeated or unnecessary MVR activity
- engaging with the originating party (e.g. employer or DSP) to stop misuse
- considering the impact of misuse on system performance and addressing high-volume or inefficient usage and
- escalating or reporting persistent misuse through existing support channels where appropriate ([superstreamstandards@ato.gov.au](mailto:superstreamstandards@ato.gov.au))

### **Ongoing management and refinement of MVR usage**

Effective management of MVR usage relies on appropriate use, early identification of misuse, and application of controls across the transaction chain.

Consistent application of this guidance will support more efficient processing across the SuperStream system and help reduce the risk of misuse and fraud over time.

This guidance reflects initial industry discussions and will be refined over time as usage patterns emerge following implementation.

there has been no change to circumstances; or routine use of MVR across all employees rather than only where verification is required.