Colonial First State

FirstChoice Employer
Super Clearing House

Troubleshooting Guide

April 2025

Contents

Introduction to the Troubleshooting guide

Overview

Using this guide

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

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

CFS Further help

If you are unable to find the answer in this guide, please contact your CFS Relationship Manager or call us on 1300 654 666 between 8:30AM and 6:00PM. If you are overseas, please contact us on +61 2 9197 3050.

Why have I got validation errors in my employee file?

Select pay cycle exceptions

Introduction

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

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

Recommendation

If you need to open files, it is best to open the file in a MS Excel program.

File loading issues

Follow this table to resolve issues.

Error message	Reason	Attempt the upload again after...
An error occurred while processing <filename>. Csv/Excel	• Header wording may not match what is expected, or • there may be an unexpected number of header lines in the payroll file, or • extra blank rows are included in the payroll file	Checking if: • the payroll format of the file has been changed. Please do not change the file format from the agreed CFS format. • there are extra blank rows in the file, remove them and re load the payroll file
Error: Please select one file for upload.	You may have clicked the Next button on the Select PayCycle tab without selecting a file to upload.	Selecting a file to upload
Invalid file format - <filename>	You may have attempted to upload a file that is not in .csv/Excel or .txt format	Selecting a file that is in .csv/Excel or .txt format
No error message appeared. The system mapped the file to the incorrect columns.	• File is misinterpreted because the fields are not aligned with the correct corresponding headers. • You may have selected the incorrect file to upload. • You may have uploaded the incorrect file format.	Ensure that you upload the correct file and that the file format is either .xls or .txt. Please do not make any changes to the file format without discussing with CFS.

Employer matching exceptions

Introduction

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

When you load a file from your payroll system, FirstChoice Employer Super Clearing House will validate it to make sure the employer and ABN match those stored in the system. When the ABN in the employer section of the file cannot be matched to an ABN on FirstChoice Employer Super Clearing House this will trigger a validation exception. As a result, FirstChoice Employer Super Clearing House will prompt you to "pick an employer from the list."

Employer validation messages

Follow this table to resolve employer validation messages:

Error message	Reason	Attempt the upload again after...
No Employer Specified - Select the correct employer	Employer section is blank in the uploaded file	Selecting the ABN from the screen if one ABN applies to the whole payroll file. This option should not be selected if more than one ABN needs to be applied to various lines in the payroll file.
Incorrect ABN <ABN> - Select the correct employer	Employer section in the uploaded file contains an ABN that is not registered on the system	**For a new ABN** Notify CFS of any new ABN's before loading your payroll file and they will check if the current payroll format is appropriate to your new ABN. Once the ABN is added, the error should no longer occur. **For an existing ABN** Ensuring that the existing ABN has been correctly entered into the payroll system. Once the payroll system has been updated, re-run and load the payroll file.
You are not authorised for Employer <ABN> - Select the correct employer	You may not be authorised to use the employer in the file	Requesting from your administrator that you have access to process the payroll file and your user ID is associated with the ABNs in this payroll file. If you are not approved to process this payroll file, pass the file to a colleague with the correct system access

Member matching exceptions

Introduction

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

Changes to member details

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

- Member No.
- TFN
- Surname
- DOB
- Payroll No
- Category

FirstChoice Employer Super Clearing House validates what was last stored for:

- Fund ABN, and
- Fund USI

What happens with member updates

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

- If "Use File Details" is selected, the data in the file will replace the data in the FirstChoice Employer Super Clearing House databases. You can select one of the following options:

  - Update member: updating member.
  - Create Employee: Creates a brand new employee.
  - Create member: The system has found the correct employee however a membership to a≈new fund is required.etc

- If "Use Historic Details" is selected, the data in the file will be ignored and you will retain the existing employee details from the previous submission. You can also select:

  - Ignore Changes: the changes in the file will be ignored.

Fund validation checks

FirstChoice Employer Super Clearing House will check whether the APRA Fund or SMSF is a complying fund using the following fields within the file:

- Fund ABN
- Fund USI
- Fund name

Follow this table to resolve member matching exceptions:

Message	Reason	Attempt the upload again after…
More than one fund matched <USI> - Select the correct fund.	File contains correct Fund ABN that is associated to multiple USI, but USI and/or Fund Name fields in the uploaded file are incorrect	• checking that the Superfund ABN, USI and name have been transposed correctly from the member's/ employee's application form and making any necessary updates, and • re-entering any other incorrect details, such as the Superfund details, into the payroll system and FirstChoice Employer Super Clearing House. Note: If Superfund still not be matched, remove the lines from the payroll file and contact the employee for the correct ABN, USI, and name.

Message	Reason	Attempt the upload again after...
No Fund Specified - Select the correct fund.	Uploaded file is missing Fund information	checking if: • the member/employee's Superfund election has been received and entering these details into the payroll system and FirstChoice Employer Super Clearing House • a member's/employee's Superfund election has been received, and the details are correct, removing the line from FirstChoice Employer Super Clearing House and contacting the employee if any are incorrect. • a member's/employee's election has not been received and the employer's default super fund has been nominated.
Unrecognised SMSF <ABN> - Select the correct fund.	File contains correct payee ABN that is associated to multiple USI, but USI and Fund Name fields in the uploaded file are blank	**For an SMSF** • checking that SMSF ABN, ESA, Account name, BSB and Account number have been transposed correctly from the member's/employee's application form and re-entering any details into both the payroll system and FirstChoice Employer Super Clearing House if they were wrong. • if the SMSF still can't be matched, remove the line/s from the payroll file and contact the employee for the correct details. **For a Superfund** • checking that the Superfund ABN, USI and name have been transposed correctly from the member's/ employee's application form and re-entering correctly any details into both the payroll system and FirstChoice Employer Super Clearing House. • if the Superfund still can't be matched, remove the lines from the payroll file and contact the employee for the correct ABN, USI, and name.
Fund with USI is blocked for new contributions	Superfund cannot accept contributions	checking with the Employee that they are a current member of the fund. If so, contact CFS support to get the fund unblocked for this member. If the employee is not a current member of this fund, remove the line from the payroll file and contact the employee for new Superfund details.

Follow this table to resolve member update issues.

| Message	Reason	Attempt the upload again after...
Possible Employee Match Found	The member/employee has been matched with one already in the database, or the file contains multiple rows with matching key data.	• expanding the exception by clicking on the error—the Field variations will be highlighted. • selecting the correct data by clicking on the circle to select "file" or "database."
Key Data Change - Accept the member change or create a new member.	• Some of the member/ employee data provided in the file is different from the member information stored in the database, or • the file contains multiple rows for the same member/ employee with some of the member data different between the rows	
System is asking you to create a new member where it is an existing member that you have been paying contributions to.	The employee has been mapped under a different employer plan	Make sure employee is mapped under the correct employer. Check the employee mapping under Member Management.

Data validation exceptions

Introduction

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

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

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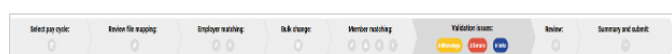
Validation tab example

Here is an example of the Validation issues tab indicating issues to be resolved.
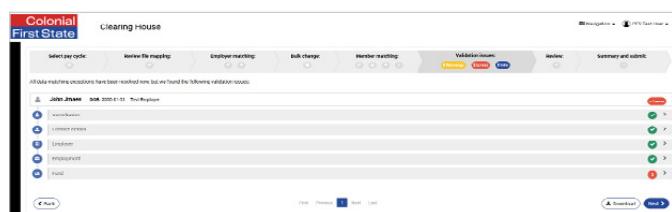
These issues may be resolved by clicking on the:

Drop Down Arrow highlighting the Error to expand the details of the error for each member in the Validation Issues tab, or button at the bottom of the page to work through the issues in the grid.

The review screen "grid" opens, and you can see each error as the item will have a red box around the validation issue.
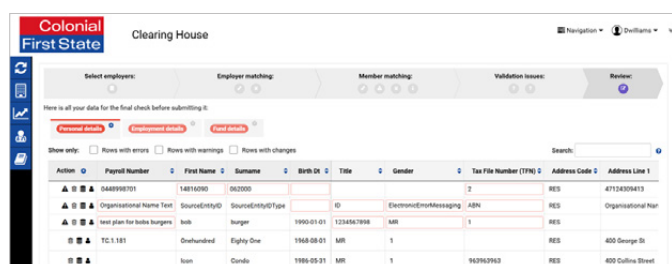
Troubleshooting errors

Age restriction errors

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

Error code	If at the Pay Period Start Date a member is aged…	Contributions cannot be accepted…	Correct by…
• MIG.J.Mem.0010 [Warning]	Under 14 years	for someone under 14	• checking, and updating, the member's/ employee's date of birth or contribution details, or
• MIG.J.Con.0015 • MIG.J.Con.0016 • MIG.J.Con.0017 • MIG.J.Con.0018 • MIG.J.Con.0019 • MIG.J.Con.0020	75 or older	once the member turns 75 for: • Child contribution • Personal contribution • Salary Sacrifice contribution • Voluntary Amount contribution • Spouse contribution • Third Party contribution	• removing the contributions from the file and contacting your CFS Contact Centre representative

Bank or fund account errors

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

Error code	Error message	Reason	Correct by…
MIG.J.PYE.0009	The Fund Account Name must be supplied for an SMSF or Fund payment.	Missing name	re-entering the Fund Account Name up to a length of 32 letters and numbers
MIG.R.PYE.0010	The Fund Account Number must be digits only.	Incorrect format	entering a 9-digit number Fund account
MIG.J.PYE.0008	The Fund Account Number must be supplied for an SMSF or Fund payment.	Missing number	entering the Fund Account Number
MIG.R.PYE.0009	The Fund BSB Number must be in the format 999999.	Incorrect format	re-entering a 6-digit number BSB
MIG.J.PYE.0006	The Fund BSB must be supplied for an SMSF or Fund payment.	Missing number	entering the Fund BSB number up to six digits
MIG.PYE.0002	The Fund Payment Method must be "Direct Debit" or "DirectCredit."	Missing method	Enter "Direct Debit" or "DirectCredit."

Contribution errors

Contribution errors occur when there are data formatting issues.

Error code	Error message	One of these contribution amounts is incorrectly formatted…	Correct by…
• MIG.R.Con.0003 • MIG.R.Con.0007 • MIG.R.Con.0004 • MIG.R.Con.0005 • MIG.R.Con.0006 • MIG.R.Con.0008	The amount must be numeric, not contain commas and have a maximum of two decimal places. Negative amounts are not accepted.	• Superannuation Guarantee • Employer Additional • Productivity/Award • Personal • Salary Sacrifice • Spouse	ensuring the amount: • is numeric. • has only an 8-digit number and 2 decimal places, and • does not contain a comma or a negative.

Date errors

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

Error code	Error message	for one of these dates…	Correct by…
• MIG.R.Mem.0016 • MIG.R.Mem.0031	The Member date must be formatted correctly	• Birth Date must be a valid date. • Employment End Date must be a valid date	verifying and re-entering the date in the following formats: • dd/MM/yyyy
• MIG.R.Mrg.0001	For the Member, the Registration Effective Start Date is not valid	• Employment Start Date	verifying and re-entering the date in the following format: • dd/MM/yyyy
• J.Mem.CFS.0001 [Warning] • J.Mem.CFS.0021	An employee must be at least 12 years old. (when contributions to CFS are made)	• Birthdate must be where the employee is at least 12 years old. • Employee start date – Employee must be at least 12 years old at their start date	Enter birthdate where the employee is at least 12 years old
• J.Mem.CFS.0002 [Warning]	An employee must be younger than 75 years old.	• Birthdate must be where the employee is younger than 75 years old.	Enter birthdate where employee is not older than 75 years old
• MIG.J.Mem.0011	The Member Birth Date must not be set to a future date.	• Birth date must not be in the future	Ensure birth date is not set in the future
• J.Mem.CFS.0001	An employment start date is required.	• Employment Start Date	Ensure employment start date has been entered
• J.Mem.CFS.0027	The employee start date must not be set to a future date.	• Employment Start Date	Ensure employment start date is not set in the future

Employer data errors

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

Error code	Error message	Reason	Correct by…
MIG.R.Emp.0001	The Employer ABN must: • be 11 digits in length, and • pass the ATO ABN algorithm check	Invalid ABN	checking and re-entering the ABN as a number up to 11 digits.
MIG.R.Emp.0003	The Employer Organisational Name must: • contain alphabetic characters, numbers, apostrophe, hyphen, or space, and • be between 1 and 200 characters in length.	These rules have been broken	checking and re-entering the Organisational Name.
MIG.R.Emp.0004	The Superannuation Fund Generated Employer Identifier must only contain alphabetic characters, numbers, colons, or a forward slash and must be between 1 and 50 characters in length.	Incorrect format	re-entering the Superannuation Fund Generated Employer Identifier in the correct format

Fund data errors

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

Error code	Error message	Reason	Correct by…

MIG.R.PYE.0001	The Fund ABN must pass the ATO ABN algorithm check	Invalid ABN	• updating any details incorrectly entered in the payroll system and FirstChoice Employer Super Clearing House grid.
			• contacting the member/ employee for:
			  • updated details if they have provided incorrect information, and
			  • removing the contribution line from the FirstChoice Employer Super Clearing House grid

MIG.R.PYE.0003	The Fund Organisational Name must: • contain alphabetic characters, numbers, apostrophes, hyphen, or space, and • be between 1 and 200 characters.	The format rules have been broken	
MIG.R.PYE.0010	Either the Fund ABN or the Fund USI must be supplied	Missing data	
MIG.R.PYE.0004	The Fund Target Electronic Service Address must be between 1 and 250 characters.	Incorrect format	

Error code	Error message	Reason	Correct by…
MIG.R.PYE.0011	The Fund Account Name must contain alphabetic characters, numbers, apostrophes, hyphen, ampersands, or spaces and must be between 1 and 100 characters in length.	Non-compliant Self-Managed Super Fund	• removing the contribution from the file, and • advising the member/ employee that the SMSF is not compliant and that must have a compliant Superfund
MIG.J.Pye.0015	You cannot submit to the ATO.	ATO ABN entered. ATO cannot receive contributions through SuperStream.	• removing and submitting to the ATO using an approved method, and • if the ABN was entered in error, entering a Fund ABN and re submit.
MIG.J.Pye.0014	You cannot submit to a closed fund.	Closed Fund	• check the member fund details is correct, update and re-submit
MIG.J.Pye.0011	SMSF is not compliant. Contributions are not allowed.	Non-Compliant Self-Managed Super Fund	• removing the contribution from the file, and • advising the member/ employee that the SMSF is not compliant and that must have a compliant Superfund
MIG.J.Pye.0016	You cannot Contribute to BLOCKED Fund.	Blocked Fund	• check the member fund details are correct, update and re-submit. • If the employee confirms they are a member of the blocked fund, contact CFS
MIG.J.Pye.0017 [Warning]	ATO systems have advised the SMSF has not met all their regulatory obligations. Contributions can still be made to the fund. The employee should be advised to contact the ATO to resolve any issues.	Non-Compliant Self-Managed Super Fund	• removing the contribution from the file, and • advising the member/ employee that the SMSF is not compliant and that must have a compliant Superfund

CFS FirstChoice Employer Super Clearing House I Troubleshooting Guide

Member data errors

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

Member registration errors

Error code	Error message	Reason	Correct by…
MIG.R.Mrg.0006	The Annual Salary Amount must be populated with a number, with a maximum of two decimal places.	Missing data	verifying and re-entering the Annual Salary for Insurance Amount, up to 8 numbers and 2 decimals
MIG.J.CFS.Mrg.0018	Annual Salary for Insurance Amount - An annual salary must be provided.	Missing data	verifying and re-entering the Member Registration Annual Salary for Insurance Amount, up to 8 numbers and 2 decimals
MIG.J.CFS.Mrg.0003	Annual Salary for Insurance Amount - An annual salary must be at least $1,000.	Format Error	verifying and re-entering the Member Registration Annual Salary for Insurance Amount above $1,000, up to 8 numbers and 2 decimals
MIG.J.CFS.Mrg.0005	Annual Salary for Insurance Amount - Salary must be $80,000 p.a. or more to qualify for the Professional occupation group	Format Error	verifying and re-entering the Member Registration Annual Salary for Insurance Amount (if Occupation = Professional) above $80,000 up to 8 numbers and 2 decimals
MIG.J.CFS.Mrg.0006 [Warning]	Annual Salary for Insurance Amount - Employee may qualify for the Professional occupation group.	Incorrect data	Verify member's occupation group as they may be eligible for the professional occupation group
MIG.J.CFS.Mrg.0021	Occupation Group - Occupation Group must be provided.	Missing data	Ensure the Occupation Group is entered
MIG.R.Mrg.0007	The Member Registration Weekly Hours Worked Number must be populated with a number, with a maximum of three decimal places.	Data/format error	re-entering the Member Registration Weekly Hours Worked, up to a maximum of 3 numbers and 3 decimals
MIG.J.CFS.Mrg.0007 MIG.J.CFS.Mrg.0008	Weekly Hours Worked - The hours worked per week must be between 1 and 99 hours.	Format Error	re-entering the hours worked per week in the correct format
MIG.J.CFS.Mrg.0009	Weekly Hours Worked - The hours worked per week is required.	Missing data	Ensure the hours worked per week are entered if the employment status is Casual
MIG.J.CFS.Mrg.0019	Member Registration Occupation Description - Maximum Occupation is 30 characters.	Data/Format error	re-entering the Member Registration Occupation Description in line with the format rules
MIG.J.CFS.Mrg.0010	Occupation Description - An occupation is required.	Missing data	Ensure the Occupation has been entered

Error code	Error message	Reason	Correct by…
MIG.R.Mrg.0012	The Member Registration Benefit Category Text must contain alphabetic characters, numbers, colons, and underscores only and must be no more than 30 characters in length.	Data/format error	update the details in line with the format rules
MIG.J.CFS.Mrg.0011	Benefit Category Text - A category is required.	Missing data	Ensure the Benefit Category Text has been entered
MIG.J.CFS.Mrg.0012	Benefit Category Text - Benefit Category must be numeric and 3 digits	Missing data	Re-enter the Benefit Category as digits, up to 3 digits
MIG.J.Mrg.0033	A Category must be set if a Scheme is selected.	Missing data	Enter the category if the Scheme has been selected
MIG.J.Mem.0034	Category is closed to new members. Please pick an active Category when adding new members or when updating an existing member's category.	Missing data	When adding new members or updating an existing member's category, ensure that you select an active category
MIG.J.Mem.0035	Category is inactive. Please select an active category	Missing data	Ensure that you select an active category
MIG.J.CFS.Mrg.0013	Employment Status Code - Employment status is required.	Missing data	Ensure the Employment Status Code has been entered
MIG.J.CFS.Mrg.0020	Contract Length must be provided for contractors.	Missing data	Ensure the contract length has been entered
MIG.R.Mrg.0016	The Member Registration Amendment Reason, if supplied, must contain only alphabetic characters, numbers, punctuation, or spaces and must be no more than 30 characters in length.	Format	update the details in line with the format rules
MIG.J.Mrg.0012	If provided, the Employment Status must be: • Full Time • Part Time • Contractor, or • Casual.	Format	selecting a valid status, or removing the invalid status
MIG.J.Mrg.0004	The Member Fund Registration Date, if supplied, cannot be in the future	Data error	Correcting the registration date on the grid or, if the registration date is in the future, contact your CFS Customer Service representative.

Member resignation errors

Error code	Error message	Reason	Correct by…
MIG.R.Mem.0032	The Member's Employment End Reason Text must contain only alphabetic characters, numbers, punctuation or spaces and must be no more than 150 characters in length.	Format error	Re-entering the Member's Employment End Reason Text
J.Mem.CFS.0016	Member Employment End Reason Text - Employment end reason must be selected from dropdown menu.	Missing Data	Ensure you select the employment end reason from the dropdown menu
MIG.J.Mem.0018	The member Employment End Reason has been entered so the member must have an Employment End Date.	Missing data	Ensure the Employment End Date is captured when entering the Member Employment End Reason
MIG.J.Mem.0013	The Member Employment End Date must be later than the Member Registration Employment Start Date.	Employment End Date must be later than the Registration Employment Start Date	Ensure the Member Employment End Date is later than the Member Registration Employment Start Date

Member personal detail errors

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

Error code	Error message	Reason	Correct by…
J.Mem.CFS.0003	Member Sex Code - The member must be male or female.	Incorrect data	Enter either 1 (Male) or 2 (Female)
MIG.J.Mem.0037	The Sex Code must be provided.	Missing data	Ensure the sex code has been entered
J.Mem.CFS.0004	Member Personal Name Title Text - Maximum title length is 10 characters.	Format error	Re-enter title in the correct format
MIG.J.Mem.0133	The Member title must be a valid value.	Format error	Ensure the Member title is entered with a valid value
MIG.R.Mem.0005	The Member Family Name must contain alphabetic characters, apostrophes, brackets, hyphens, period or space and must be between 1 and 40 characters in length. If the member only has one name, then enter this in Member Family Name and enter NOT APPLICABLE in Member Given Name.	Format error	Re-entering the Member Family Name in the required format
MIG.R.Mem.0006	In the Member Family Name, multi-word names must be separated by a single space.	Format error	Re-entering the Member Family Name in the required format

Error code	Error message	Reason	Correct by…
MIG.R.Mem.0007	In the member Family Name, you cannot enter a space after "Mc" or "Mac."	Format error	verifying and re-entering the Member Family name in the required format, without spaces
MIG.R.Mem.0008	In the Member Family Name, you cannot enter a space before or after a hyphen.	Format error	verifying and re-entering the Member Family name in the required format, without spaces
J.Mem.CFS.0005	Member Family Name, maximum last name length is 36 characters.	Format error	Re-entering the Member Family Name in the required format
MIG.R.Mem.0009	The Member Given Name must contain alphabetic characters, apostrophes, brackets, hyphens, period or space and must be between 1 and 40 characters in length. If the member only has one name, then enter this in Member Family Name and enter NOT APPLICABLE in Member Given Name.	Missing data/ Format error	Re-entering the Member Given Name in the required format
MIG.R.Mem.0010	In the Member Given Name, multi-word names must be separated by a single space.	Format error	re-entering the Member Given Name in the required format
MIG.R.Mem.0011	In the Member Given Name, you cannot enter a space before or after a hyphen.	Format error	verifying and re-entering the Member Given Name in the required format, without spaces
J.Mem.CFS.0006	Member Given Name - Maximum given name length is 34 characters.	Format error	Re-entering the Member Given Name in the required format
MIG.R.Mem.0012	The Member Other Given Name is optional, but if supplied it must contain alphabetic characters, apostrophes, brackets, hyphen, period, or space and must be between 1 and 40 characters in length.	Format error	re-entering the Member Other Given Name in the required format
MIG.R.Mem.0013	In the Member Other Given Name, multi-word names must be separated by a single space.	Format error	re-entering the Member Other Given Name in the required format
MIG.R.Mem.0014	In the Member Other Given Name, you cannot enter a space before or after a hyphen.	Format error	verifying and re-entering the Member Other Given Name in the required format, without spaces
MIG.R.Mem.0017	The Member's E-mail Address, if entered, must be a valid format.	Format error	• checking and re-entering a valid email address, or • removing the details if the email address is not known
J.Mem.CFS.0013	Member Email Address Text - Maximum email address length is 60 characters.	Format error	checking and re-entering a valid email address in the required format

Error code	Error message	Reason	Correct by...
MIG.R.Mem.0018	The Member's Address Code must be either RES (Residential address) or POS (Postal or correspondence address).	Format error	entering either: • RES, or • POS
J.Mem.CFS.0007	Member Address Usage Code - A residential address must be provided.	Format error	Verifying address is residential and re-entering the Member Address
J.Mem.CFS.0008	Member Address Detail Line 1 Text - Maximum length for address line 1 is 30 characters.	Format error	• re-entering the address details in the required format, or • if the address is not known, enter Unknown.
J.Mem.CFS.0016	Member Address Detail Line 1 Text-A Street address is required.	Missing Data	Ensure you enter the street address
MIG.J.Mem.0038	The Address Line 1 must be provided.	Missing Data	Ensure you have entered the Address Line 1 details
J.Mem.CFS.0009	Member Address Detail Line 2 Text - Maximum length for address line 2 is 30 characters.	Format error	• completing the address details in the required format, or • leaving blank
J.Mem.CFS.0017	Member Address Detail Line 2 Text-A Street address is required.	Missing Data	Ensure you enter the street address
J.Mem.CFS.0010	Member Address Detail Line 3 Text - Maximum length for address line 3 is 30 characters.	Format error	• completing the address details in the required format, or • leaving blank
J.Mem.CFS.0018	Member Address Detail Line 3 Text-A Street address is required.	Missing Data	• re-entering the address details in the required format, or • if the address is not known, enter Unknown.
MIG.J.Mem.0036	The Suburb must be provided.	Missing data	• re-entering the suburb details in the required format, or • if the address is not known, enter Unknown.
J.Mem.CFS.0011	Member Locality Name/Text - Maximum suburb length is 20 characters.	Format error	• re-entering the suburb details in the required format, or • if the address is not known, enter Unknown.
J.Mem.CFS.0036	Member Locality Name/Text - The Suburb must be provided for Australian addresses.	Missing Data/ Format error	enter the member's suburb if they have an Australian address
MIG.J.Mem.0025	The Member State or Territory Code, if entered, must be ACT, NSW, QLD, TAS, NT, SA, VIC, WA, or ACT. If the member's address is not known, then enter ACT.	Format error	• enter the correct Member State or Territory code. • If Member state or Territory is unknown, enter ACT

Error code	Error message	Reason	Correct by…
MIG.R.Mem.0024	The Member's Postcode, if entered, must be four digits. If the member's address is not known, then enter 0000.	Format error	• entering a valid postcode or • if the member's address is not known, enter 0000.
MIG.J.Mem.0007	The Member's Postcode, if entered, must be in the range 0200 to 0299, 0800 to 7499 or 7800 to 9799; or must be 0000 if no address is available for the member.	Format error	• entering a valid postcode or • if the member's address is not known, enter 0000.
MIG.J.Mem.0008	When the Member's Postcode is 0000, the Member's Address Line 1 must be UNKNOWN, the Member's Suburb must be UNKNOWN, the Member's State must be ACT, and the Member's Country must be AU.	Format error	• enter the Member's Address Line 1 as UNKNOWN • Enter the Member's Suburb as UNKNOWN • Enter the Member's State as ACT • Enter the Member's Country Code as AU
MIG.R.Mem.0026	The Country Code must be valid. If the member address is in Australia, or is unknown, enter AU.	Format error	Entering either AU for Australian addresses or the applicable Country code for addresses outside Australia (see Appendix 1: Country Codes at the end of this guide)
J.Mem.CFS.0030	Member Locality Name/Text - When the Country Code is not AU then the Member's Suburb must be supplied on Address Line 3.	Missing Data/ Format error	If the country code is not AU, enter the member's suburb in Address Line 3
J.Mem.CFS.0012 [Warning]	Member Country Code - An Australian residential address must be provided.	Missing Data	Enter the member's residential address if the country code is AU
MIG.J.Mem.0003	When the Country Code is AU then the Member's State or Territory must be supplied.	Missing Data	entering a state or territory: • NSW • QLD • SA • TAS • Vic • WA • ACT • NT Note: Use ACT if the state is unknown.
MIG.J.Mem.0004	When the Country Code is not AU then the Member's State or Territory must not be supplied.	Missing Data	Do not enter the member's state/Territory when the country code is not AU
MIG.R.Mem.0028	The Member Mobile Number must be numbers only and be between 4 and 16 digits in length.	Format error	re-entering the member's mobile number in the required format

CFS FirstChoice Employer Super Clearing House   I   Troubleshooting Guide

Error code	Error message	Reason	Correct by...
J.Mem.CFS.0015	Member Telephone Minimal Number Mobile - Maximum phone number length is 15 digits.	Format error	re-entering the member's mobile number in the required format
J.Mem.CFS.0029	Member Telephone Minimal Number Mobile - A mobile number is required.	Missing Data	Ensure a mobile number is entered in the required format
MIG.R.Mem.0029	The Member Client Identifier may contain alphabetic characters, numbers, hyphens, and spaces and must be no more than 16 characters in length.	Format error	re-entering the Member Client Identifier in the required format, without spaces
MIG.R.Mem.0030	The Payroll Number Identifier may contain alphabetic characters, numbers, dash, underscore, brackets, forward slash, and backward slash and be no more than 20 characters in length.	Format error	re-entering the Payroll Number Identifier in the required format
MIG.R.Mem.0034	The member E-mail Address must be less than 250 characters in length	Format error	re-entering the member email address in the required format
MIG.J.Mem.0134	Member Status must be a valid value.	Format error	Ensure the member status is entered in the correct value
MIG.R.Mem.0001	The Member TFN must be nine digits in length	Missing data/ format error	re-entering the member's TFN in the required format
MIG.J.Mem.0001	The Member TFN must pass the ATO TFN algorithm check and cannot be a TFN exemption code.	Data/format error	re-entering the member's TFN in the required format
MIG.R.Sdr.0001	The Employer Phone Number must be numbers only and must be no more than 16 numbers in length.	Data/format error	re-entering the employer's phone number in the required format
MIG.R.Sdr.0002	The Employer E-mail Address must be entered and must be a valid format.	Data/format error	re-entering the employer's email address in the required format
MIG.R.Sdr.0003	The Employer E-mail Address must be less than 250 characters in length	Data/format error	re-entering the employer's email address in the required format

Pay period errors

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

Error code	Error message	Reason	Correct by…
MIG.R.Con.0001	The Contributions Pay Period Start Date must be a valid date in the format yyyy-mm-dd.	Data/format error	Re-entering the Contributions Pay Period Start Date in the valid date format
MIG.R.Con.0002	The Contributions Pay Period End Date must be a valid date in the format yyyy-mm-dd.	Missing data/format error	Entering the Contributions Pay Period End Date in correct format
MIG.J.Con.0013	The Pay Period End Date must be entered.	Missing data/format error	Entering the Pay Period End Date
MIG.J.Con.0001	The Pay Period End Date must be later than the Pay Period Start Date.	Data/format error	re-entering the correct Dates, ensuring the end date is after the start date
MIG.J.Con.0012	The Pay Period Start Date must be entered	Missing data/format error	re-entering the Pay Period Start Date

Notifications and messages

Introduction

Post Submission Errors and Warnings can be sent from a Fund to the Employer. FirstChoice Employer Super Clearing House will update the original submission with the message from the fund.

Types of notifications

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

Error Messages and what to do about them

This table describes FirstChoice Employer Super Clearing House Error Messages and any actions that may be required:

SUPER.GEN	Cause	Fund action	Refund	Description	Employer Action
.GEN.21	CTR received for a member that cannot be processed. For example, a member does not exist	If the fund cannot identify the member a: • refund is sent to the Employer and • CTER to the Clearing House. The Clearing House notifies the Employer.	Y	Member not found with supplied information	• Contact the member/employee for updated fund information. • Correct the member data
.CNTRBTN.8	CTR is received containing a contribution type that is not accepted by the fund USI. For example, a USI may accept Superannuation Guarantee (SG) contributions but no other contribution types.	The fund may either: • reject the entire contribution, or • process the part of the contribution it can accept and refund the other contribution type to the Employer. The fund sends a CTER to the Clearing House and the Clearing House notifies the Employer. Note: Defined Benefits would be handled outside the system	Y	Fund eligibility issue preventing all contribution types being processed. Contact Superannuation fund for details.	• Contact the member/ employee to advise their fund does not accept multiple contribution types. • Member/employee resolves the issue. • Update member/ employee information
.CNTRBTN.5	Non-concessional contribution received for member with no TFN in registry system	Funds may have business processes to try and obtain the member's TFN. If the TFN can't be obtained, the payment will be rejected and an error message sent. Refund may be either at either member or contribution type level.	Y	Member TFN required for a Non-concessional Contribution.	• Contact the member/ employee for updated information. • Correct the member data

SUPER.GEN	Cause	Fund action	Refund	Description	Employer Action
.GEN.21	CTR received, with insufficient identifying information to complete	Under the obligations outlined in section 7.07G of the Regulations, Funds are required to follow up with employer and wait to receive complete information from employer. If the fund still does not have enough information to identify the member, the fund must refund the contribution to the employer after receiving the contribution.	Y	Member not found with supplied information	Contact the member/employee and correct the member data
.GEN.11	An MROR is received for an SMSF from the ESA that cannot be processed as the ABN is not known	ESA must send a MROR. Generally, no refund is made because the money has been paid to the correct bank account.	N	ABN not known	Correct the error for next month's submission
.GEN.4	MRR or CTR is received which results in both Error and Warning. Example: A mandatory field missing, as well as TFN mismatch.	A mixture of transaction outcomes cannot be sent in the same message for the same member context. Send a CTER to the employer with the error	Y	Mandatory data element not supplied	• Contact the member/employee for updated information • Correct member data
.GEN.22	CTER received for a Member that is no longer a member of the Superannuation Fund	Send a refund to the employer with a CTER	Y	No Longer a member of Superannuation fund.	• Contact the member/employee for updated information. • Correct member data

SUPER.GEN	Cause	Fund action	Refund	Description	Employer Action
.CNTRBTN.8	Multiple issues with the one message. Example: A fund receives a CTR for a 65-year-old member who has an incorrect TFN, for example 111111111.The Member data is requesting multiple contribution types. - Superannuation Guarantee, Salary Sacrifice and Child contributions.	The fund: • investigates the invalid TFN against the current TFN records. • accepts the Superannuation Guarantee (SG) contribution. • refunds the Child Contribution • investigates Salary Sacrifice eligibility. The fund may reject the entire member record, or may send a progressive response for each Contribution Type as follows: **Day 1** Fund • accepts the mandated SG contribution Progressive Error: • rejects/refunds the Child contribution. • Initiates a manual process to determine the Salary Sacrifice eligibility based on work test. • does NOT send a warning for the invalid TFN. **Day 15** If the fund determines that the member has not passed the work test the Salary Sacrifice component is rejected/refunded	Y	Fund eligibility issue preventing all contribution types being processed. Contact the superannuation fund for details.	• Contact the member/ employee for updated information. • Correct member data
N/A	Use of progressive: validation for the same response. That is sending back warnings as they are discovered. Example: TFN mismatch before the outcome of the transaction is known. During further validation, there are more issues, so there could be a later message, and the transaction may succeed or fail.	Multi-tiered validations for the same occurrence must not be sent. A CTER must only be sent for any response once processing is complete. For example: Multiple messages can be sent at the Member response level for a message, providing they are for different Member Contexts. Multiple messages for the same Member Context are not allowed. Refer to Response Scope Rules in Definition and Rules	N	N/A	N/A

SUPER.GEN	Cause	Fund action	Refund	Description	Employer Action
.CNTRBTN.8	Use of Progressive - A CTR is received containing more than one employer context, and one of the employer contexts cannot be processed due to Fund rules	If there is more than one employer context in a message, funds may want to send. a progressive message at the employer level for one employer, and there may be subsequent messages as the remaining employer contexts are processed, however remaining progressive responses can't be at a response level higher than employer context. That is a document level response could not be sent.	Y	Eligibility issue preventing the contribution being processed. Contact Superannuation fund for details.	Correct and submit a new message. and payment as applicable
.GEN.12	CTR message received with no corresponding payment	Funds will follow up where possible with the employer. If no money is received a CTER will be sent as per section 7.07G of the standard which states that the trustee must ask for incomplete information. The employer follows up and responds. If the trustee is still unable to allocate the contribution to a member, then they can refund/reject the message after receiving the contribution	N	Payment Reference Number cannot be reconciled to a payment.	As instructed by the fund, Use the original PRN to submit a new: • message, and • payment
.CNTRBTN.12	MRR is received containing a member registration, but can't be fulfilled due to an error	MROR message MUST be sent by the receiving fund once they have processed the Member Registration Request message	N/A	Registration for this member can't be processed due to errors.	As instructed by the fund, use the original PRN to submit a new: • message, and • payment
.CNTRBTN.13	MRR is received containing updates for a USI that does not accept MRR messages	It is optional whether to send an MROR. This option is exercised at the discretion of the fund (as the responding party). The fund may have an internal legal/ compliance requirement to send a response, however employer solutions may not want to see the responses each time, so a specific error code is required for this scenario so the response messages can be filtered out as appropriate	N/A	Maintenance data provided for this USI cannot be actioned when received from employers. Maintenance data needs to be provided to the fund by the member directly.	No action required
N/A	MRR or CTR is received with a Duplicate Part ID	No action for fund as this should be rejected by source gateway and will be handled outside the system	N	N/A	N/A

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

Warning messages and what to do about them

This table describes FirstChoice Employer Super Clearing House Warning messages and any required actions.

SUPER.GEN	Cause	Fund action	Refund	Description	Employer Action
.CNTRBTN.11	CTR message received, Payment Received. Incorrect USI, however correct USI can be identified and CTR processed	Optional for fund whether a warning message is sent.	N	Contribution processed however incorrect USI provided. See detailed description for correct USI	Correct USI details for the next contribution cycle.
.CNTRBTN.9	CTR received and contribution processed successfully, but with warnings. Example: TFN or Member ID mismatch	It is optional for funds to send a warning message or it can be handled out of band	N	{message type} has been processed with warnings. Please review detailed description for further details	If a warning message is received, the solution provided should correct the issue for the next contribution cycle

SUPER.GEN	Cause	Fund action	Refund	Description	Employer Action
.CNTRBTN.9	A CTR is received where all mandatory data items have been included but there are specific elements related to the CTR that are optional under the Standard but required by the rules of a fund to determine member benefits.	Funds are expected to process the transaction, and it is optional whether to provide a warning message	N	{message type} has been processed with warnings. Please review detailed description for further details	If a warning message is received, the solution provided should correct the issue for the next contribution cycle
.CNTRBTN.9	A CTR is received that includes all mandatory fields required in the MIG, but not all fields required under the regulations. Example: Telephone number	Funds are expected to process the transaction, but it is optional to provide a warning message.	N	{message type} has been processed with warnings. Please review detailed description for further details	If a warning message is received, the solution provided should correct the issue for the next contribution cycle
.CNTRBTN.14	MRR is received containing updates for a USI that does accept updates. However, there is an issue with one or more fields. Example: "Hours worked" and "Occupation type" are usually updated, however are in conflict	It is optional whether to send an MROR. This option is exercised at the discretion of the fund as the responding party. Some funds may want to send a warning indicating the fields that were not updated. However, there is no standard error code defined. For those funds that won't be sending a warning they will follow up out of band.	N/A	Some or all the elements cannot be applied. See long description for details	If a warning message is received, the Clearing House should correct the issue for the next contribution cycle
.CNTRBTN.14	MRR is received for a USI that updates certain fields, but not others. Example: A change of address is applied, but DOB update is rejected	It is optional whether to send an MROR. This option is exercised at the discretion of the fund as the responding party. Warning message may be sent advising that some fields have not been updated, or this scenario may be managed out of band	N/A	Some or all the elements cannot be applied. See long description for details	If a warning message is received, the solution should not provide updates. to fields identified for the next contribution cycle
.CNTRBTN.15	Payment is received by cheque or other non-complying method.	Funds may process but may want to provide a warning message to prompt employers to send them using a compliant payment method.	N	Contribution has been processed however payment has been made by a non-compliant method.	Clearing house must send payments. in a compliant method for the next contribution cycle.

SUPER.GEN	Cause	Fund action	Refund	Description	Employer Action
.CNTRBTN.1 .CNTRBTN.9	MRR or CTR is received which results in both Information and Warning. Example: An account was created successfully so an Information event with account number is sent, along with a warning for TFN mismatch.	MROR must be sent containing the Member number of the new account and it would be optional to send the TFN mismatch as a warning	N/A	Member registration request message was successfully processed. Member Registration has been processed with warnings. Please review detailed description for further details	System should be updated with new member number and TFN mismatches should be investigated and if applicable, fixed for the next contribution cycle

Information messages and what to do about them.

This table describes FirstChoice Employer Super Clearing House information messages and what to do about them.

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

Email notifications

Notifications you may receive

This table describes the type and reason for FirstChoice Employer Super Clearing House email notifications.

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

Appendix 1: Country Codes

Country Codes

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

Code	Country	Code	Country
AF	Afghanistan	BV	Bouvet Island
AX	Aland Islands	BR	Brazil
AL	Albania	IO	British Indian Ocean Territory
DZ	Algeria	VG	British Virgin Islands
AS	American Samoa	BN	Brunei Darussalam
AD	Andorra	BG	Bulgaria
AO	Angola	BF	Burkina Faso
AI	Anguilla	BI	Burundi
AQ	Antarctica	KH	Cambodia
AG	Antigua and Barbuda	CM	Cameroon
AR	Argentina	CA	Canada
AM	Armenia	CV	Cape Verde
AW	Aruba	KY	Cayman Islands
AT	Austria	CF	Central African Republic
AZ	Azerbaijan	TD	Chad
BS	Bahamas	CL	Chile
BH	Bahrain	CN	China
BD	Bangladesh	CX	Christmas Island
BB	Barbados	CC	Cocos (Keeling) Islands
BY	Belarus	CO	Colombia
BE	Belgium	KM	Comoros
BZ	Belize	CD	Congo, Democratic Republic of (was Zaire)
BJ	Benin	CG	Congo, People's Republic of
BM	Bermuda	CK	Cook Islands
BT	Bhutan	CR	Costa Rica
BO	Bolivia	CI	Côte D'Ivoire (Ivory Coast)
BA	Bosnia and Herzegovina	HR	Croatia (Hrvatska)
BW	Botswana	CU	Cuba

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

Code	Country
GU	Guam
GT	Guatemala
GG	Guernsey
GN	Guinea
GW	Guinea-Bissau
GY	Guyana
HT	Haiti
HM	Heard and McDonald Islands
VA	Holy See (Vatican City State)
HN	Honduras
HK	Hong Kong
HR	Hrvatska (Croatia)
HU	Hungary
IS	Iceland
IN	India
ID	Indonesia
IR	Iran
IQ	Iraq
IE	Ireland
IM	Isle of Man, The
IL	Israel
IT	Italy
CI	Ivory Coast (Côte D'Ivoire)
JM	Jamaica
JP	Japan
JE	Jersey
JO	Jordan
KZ	Kazakhstan
KE	Kenya
KI	Kiribati
PK	Korea, Democratic People's Republic of (North Korea)
KO	Korea, Republic of (South Korea)
KW	Kuwait

Code	Country
KG	Kyrgyzstan
LA	Laos
LV	Latvia
LB	Lebanon
LS	Lesotho
LR	Liberia
LY	Libya
LI	Liechtenstein
LT	Lithuania
LU	Luxembourg
MO	Macau
MK	Macedonia, The Former Yugoslav Republic of
MG	Madagascar
MW	Malawi
MY	Malaysia
MV	Maldives
ML	Mali
MT	Malta
MH	Marshall Islands
MQ	Martinique
MR	Mauritania
MU	Mauritius
YT	Mayotte
MX	Mexico
FM	Micronesia, Federated States of
MD	Moldova
MC	Monaco
MN	Mongolia
ME	Montenegro
MS	Montserrat
MA	Morocco
MZ	Mozambique
MM	Myanmar

Code	Country
NA	Namibia
NR	Nauru
NP	Nepal
NL	Netherlands, (including the islands of Bonaire, Sint Eustatius and Saba)
NC	New Caledonia
NZ	New Zealand
NI	Nicaragua
NE	Niger
NG	Nigeria
NU	Niue
NF	Norfolk Island
PK	North Korea
MP	Northern Mariana Islands
NO	Norway
OM	Oman
PK	Pakistan
PW	Palau
PS	Palestinian Territory, Occupied
PA	Panama
PG	Papua New Guinea
PY	Paraguay
PE	Peru
PH	Philippines
PN	Pitcairn Island
PL	Poland
PT	Portugal
PR	Puerto Rico
QA	Qatar
RE	Reunion
RO	Romania
RU	Russian Federation
RW	Rwanda

Code	Country	Code	Country
BL	Saint Barthelemy	SY	Syria
SX	Saint Martin (Dutch Part)	TW	Taiwan
MF	Saint Martin (French Part)	TJ	Tajikistan
WS	Samoa	TZ	Tanzania
SM	San Marino	TH	Thailand
ST	Sao Tome and Principe	TL	Timor-Leste (East Timor)
SA	Saudi Arabia	TG	Togo
SN	Senegal	TK	Tokelau
RS	Serbia	TO	Tonga
SC	Seychelles	TT	Trinidad and Tobago
SL	Sierra Leone	TN	Tunisia
SG	Singapore	TR	Turkey
SK	Slovakia (Slovak Republic)	TM	Turkmenistan
SI	Slovenia	TC	Turks and Caicos Islands
SB	Solomon Islands	TV	Tuvalu
SO	Somalia	UG	Uganda
ZA	South Africa	UA	Ukraine
GS	South Georgia and the South Sandwich Islands	AE	United Arab Emirates
KR	South Korea	GB	United Kingdom
SS	South Sudan	US	United States
ES	Spain	UM	United States Minor Outlying Islands
LK	Sri Lanka	VI	United States Virgin Islands
SH	St Helena	UY	Uruguay
KN	St Kitts and Nevis	UZ	Uzbekistan
LC	St Lucia	VU	Vanuatu
PM	St Pierre and Miquelon	VA	Vatican City State (Holy See)
VC	St Vincent and The Grenadines	VE	Venezuela
SD	Sudan	VN	Vietnam
SR	Suriname	WF	Wallis and Futuna Islands
SJ	Svalbard and Jan Mayen Islands	EH	Western Sahara
SZ	Swaziland	YE	Yemen
SE	Sweden	ZM	Zambia
CH	Switzerland	ZW	Zimbabwe

CFS FirstChoice Employer Super Clearing House l Troubleshooting Guide

More information

For further assistance, access the Quick Reference Guide on the clearing house portal.

Contact

FirstChoice Employer Super Services on 1300 654 666, 8:30am — 6pm AEST Monday to Friday.