



eConnect Member Data Upload User Guide

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This user guide will assist you in the loading of your member data upload file using our new system 'eConnect'.

Logging in

Follow the Options URL that you have been given to access the system, then enter your login credentials you have been provided.

The first time you log in you will be required to change your Password and Token (note the Password Reset screen refers to Token as 'PIN'). Please see the Password Policy section below.

Once the new password has been set, the login screen will be displayed again, and your new credentials can be entered. Once these have been entered, please click the  button.

Password Policy

You will be prompted to change your Password and Token the first time you log into the system.

Username - This will be confirmed to you when you access has been set up - i.e. your first and last name.

Password - This will be confirmed to you when you access has been set up.

Token - this will be confirmed to you when your access has been set up. This will be four digits long.

The image shows a login screen titled "Auto-Enrol delivered...". It features a blue background with a white rounded rectangle containing the login fields. The fields are labeled "Username", "Password", and "Token". The "Token" field is divided into four boxes labeled "1st digit", "2nd digit", and "4th digit". There is a "Log In" button with a person icon. To the right of the fields, there is a link "By clicking on the Login button you are agreeing to the eAsE Software Licence Agreement and Data Protection Agreement". Below the "Log In" button, there is a link "Forgotten your Password and PIN?". Red arrows point from the text descriptions on the left to the corresponding fields on the screen.

Reset Password - click the link to reset your password if you have forgotten this.

Your password must be a minimum of 8 characters long and include at least:

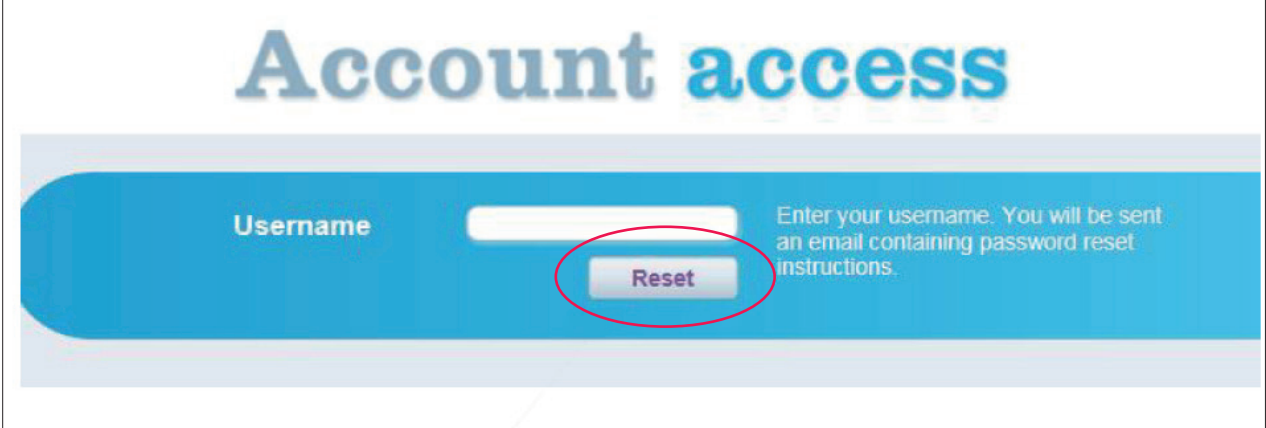
- one upper case letter
- one lower case letter
- one number
- one non-alphanumeric character - @\$ etc.

For example: P@ssw0rd1

You will be prompted to change your password every 30 days.

Resetting Password

If you have forgotten your password, click the **Can't access your account?** link. This will take you to a Password reset page.



The image shows a web form titled "Account access". It has a blue header bar. Below the header, there is a "Username" label followed by a text input field. To the right of the input field is a "Reset" button, which is circled in red. To the right of the "Reset" button, there is a text instruction: "Enter your username. You will be sent an email containing password reset instructions."

Enter your Username and click **Reset**; an email will be sent to your designated email address with a link to click on to complete the Reset Password procedure.

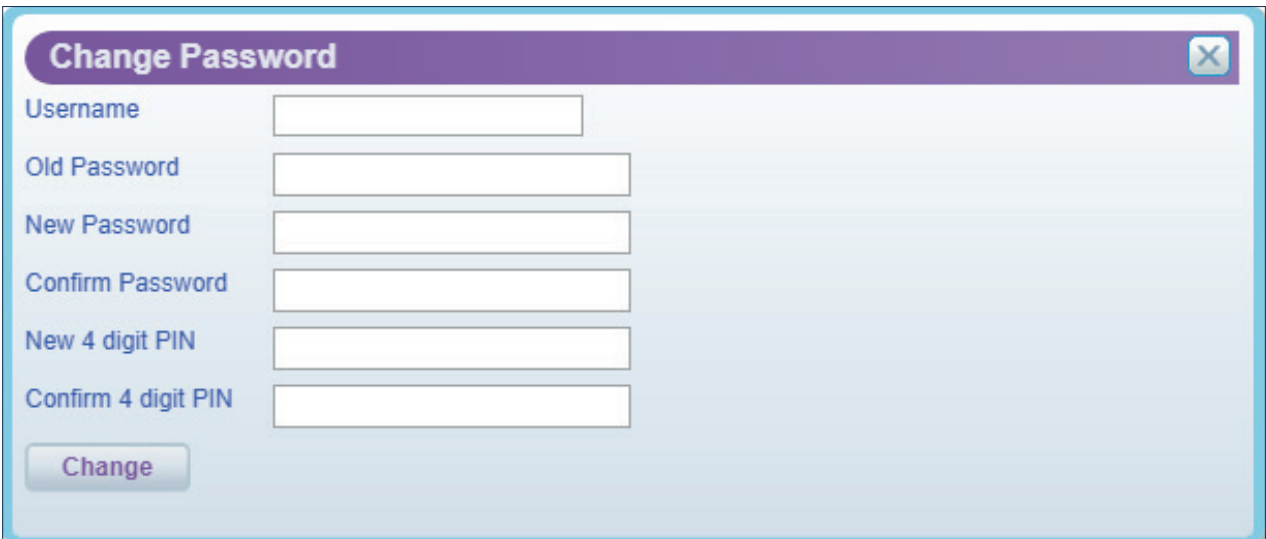
You can also change your password once you have logged in to the system.



The image shows a user profile card for "Mark Johnson". It includes a profile picture of two people, the name "Mark Johnson", and the "Last Login" date and time "11 Jun 2020 13:25". At the bottom of the card are two buttons: "Logout" and "Change Password". A red arrow points from the "Change Password" button to the right, towards the accompanying text.

Select **Change Password** - in the top right corner of your screen

You will need to enter the following details:



The image shows a "Change Password" form. It has a purple header bar with the title "Change Password" and a close button (X). Below the header, there are six input fields with labels: "Username", "Old Password", "New Password", "Confirm Password", "New 4 digit PIN", and "Confirm 4 digit PIN". At the bottom left of the form is a "Change" button.

Resetting Password (Continued)

You will receive an email notification as below when this has successfully been amended.

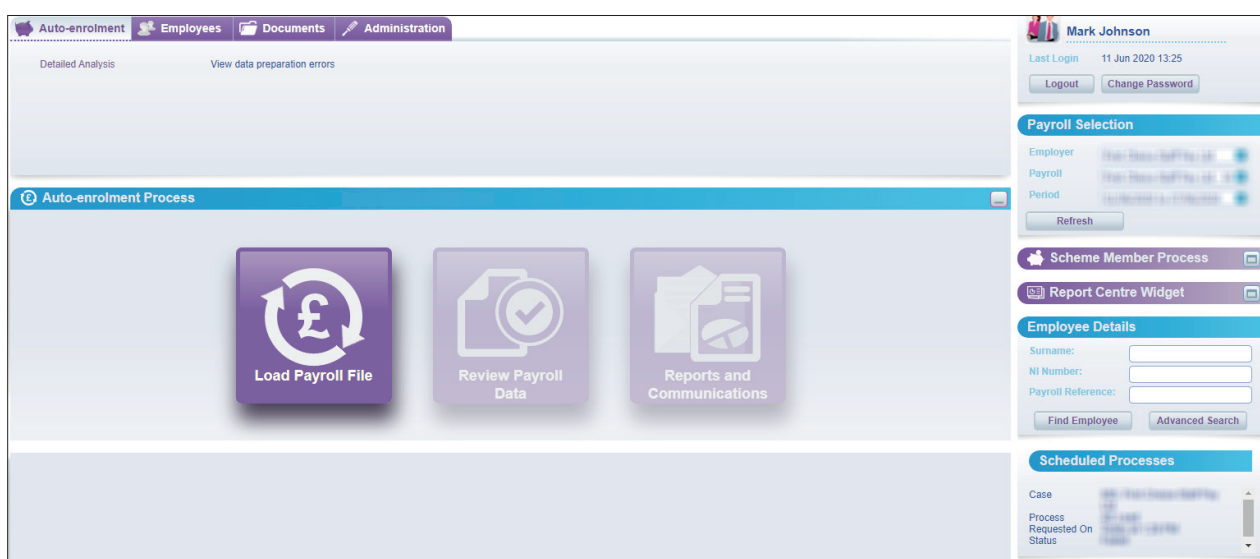
Password Change Notification - |

The password on your account has been changed

If you made this change, please ignore this email.

If you were unaware of the change, please contact your system administrators urgently.

Once you have logged in successfully, you should see the following home screen:

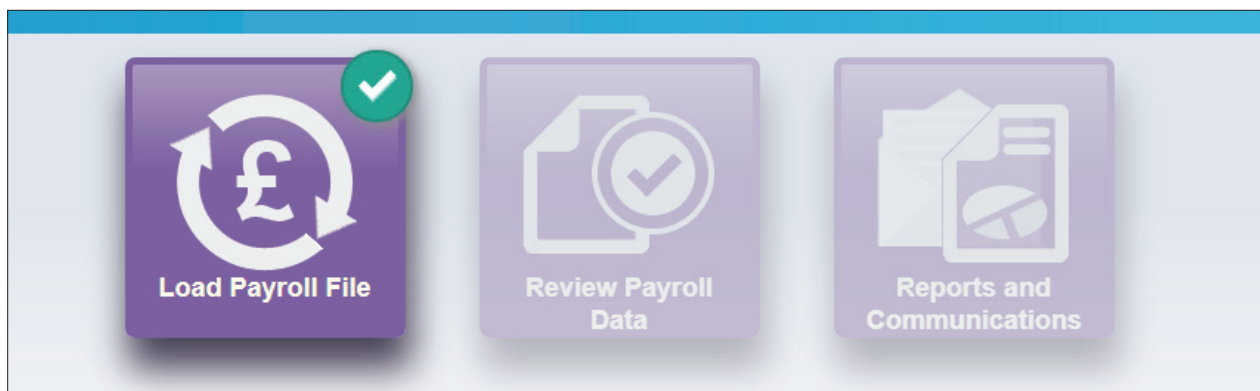


Dealing with payroll Changes

Once you have logged in, you **must** check for any payroll changes where members may have requested to opt-out or cease membership of the workplace scheme via their online eMember portal.

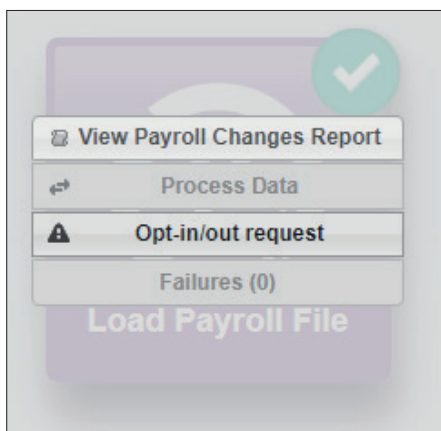
It is recommended you log in eConnect on a regular basis to check the **Changes Report** (ideally before you have finalised your payroll for the current period) This will allow you to process any employees that have requested to opt out or cease membership prior to uploading your eConnect file.

If you have any members that have opted out or ceased membership you will see the following when you log in.



Dealing with payroll Changes (Continued)

If you select **Load Payroll File**, the following pop up will appear.



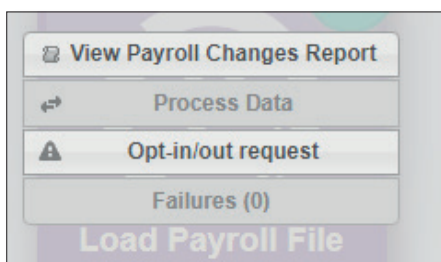
Select the **Opt-in/out request** button, this will provide you with details of any members that have requested to opt out/cease membership of the scheme.

Auto-enrolment Process						
Main menu Show opt-in request						
Opt-out requests						
NI Number	Surname	Forenames	Effective Date	Submission Date	Scheme	
JT354488A	Testi	optouti	20/02/2021	20/02/2021	The Options Workplace Pension Trust	Remove request ✕

Now you have the details of the member(s) you will be able to process the leaver(s) at payroll level and if an opt-out process the refund of contributions back to the employee.

We recommend repeating the checking of the **Payroll Changes Report** on a regular basis until you have finalised your payroll and are ready to upload your file into eConnect. You will need to ensure any members who have opted out or ceased membership have a leave date populated in the **Date of Leaving** Column in the eConnect upload template.

Once you are happy you can click on View **Payroll Changes Report**.



This will give you a full list of all payroll changes.

Payroll Changes Report				
NI Number	Surname	First Name	Request Date	Leaver Type
JT354488A	Testi	optouti	20/02/2021	Opt Out
Lock Down				

Important – Once you complete the following report lockdown process the Payroll Changes Report will not be accessible until the current payroll period has been completed.

You will then need to click '**Lock Down**'. This will lock the report and enable you to continue to process your next payroll file. Again, please ensure any relevant leaver dates for the members are on your upload file.

Dealing with payroll Changes (Continued)

Click on the **X** to close the screen and click **Refresh** on the right hand side (see below)

Period: 01/02/2021 to 28/02/2021

Refresh

Click **Load Payroll** file again. This will allow you to process your file – please continue to the next section of the guide for instructions on this.

Loading your payroll file

Before you load the Options upload file, please ensure you have selected the correct employer payroll (if you look after multiple employers) and period from the pick list under **Payroll Selection** in the top right-hand corner of your screen.

Payroll Selection

Employer: Workshop Test Case

Payroll: Workshop Test Case - Monthl

Period: 01/10/2020 to 31/10/2020

Refresh

The payroll period that is due to be run next will be shown at the top of the list, with a status of 'Auto Enrolment Start' (see below). If you believe you have already processed this period, you may need to click the refresh button. You can see a history of previous periods you have uploaded and completed by clicking on the **Period** drop down button.

01/05/2015	31/05/2015	Auto Enrolment Start		
01/04/2015	30/04/2015	Payroll Complete	21997	Sally Cuthbert

Preparing your file

You need to submit your member data to us following completion of your payroll using the eConnect Upload Template.

Only employees that have been enrolled/joined the Scheme should be included in the eConnect Upload Template.

You must notify us if a member has joined the scheme (auto enrolled or opted in) by populating the **Date Joined Scheme** field on the eConnect Upload Template.

If any new joiners are being Contractually enrolled, you must notify us of this by populating the **Contractual Membership** field with a 'Y' on the eConnect Upload Template.

Where a member leaves the scheme by opting out, ceasing membership or leaving employment you must notify us of this by populating the **Date Of Leaving** field on the eConnect Upload Template.

The employee must then be removed from any subsequent eConnect Upload Templates.

Preparing your file (Continued)

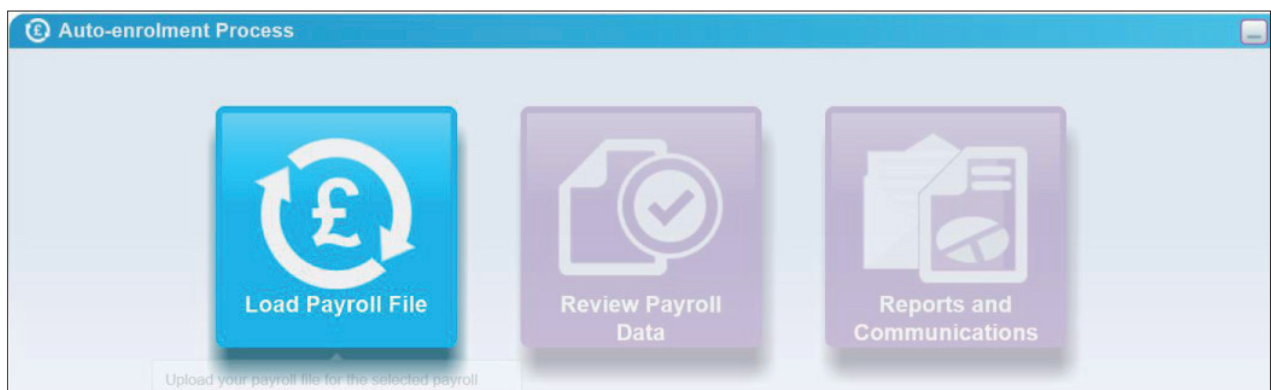
You are now ready to upload your file. If the below screen does not appear you will need to click on the **Auto-enrolment Process** button on the right-hand side of the screen as shown below.



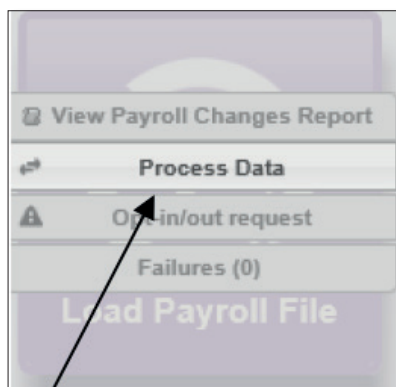
The screenshot shows a sidebar with three filter sections: 'Employer' with a dropdown set to 'Workshop Test Case', 'Payroll' with a dropdown set to 'Workshop Test Case - Month', and 'Period' with a date range '01/10/2020 to 31/10/2020'. Below these is a 'Refresh' button. At the bottom of the sidebar are three expandable buttons: 'Auto-enrolment Process' (highlighted with a red arrow), 'Scheme Member Process', and 'Report Centre Widget'.

Click here to expand to be able to see the 'Load Payroll File' button

Click **Load Payroll File**



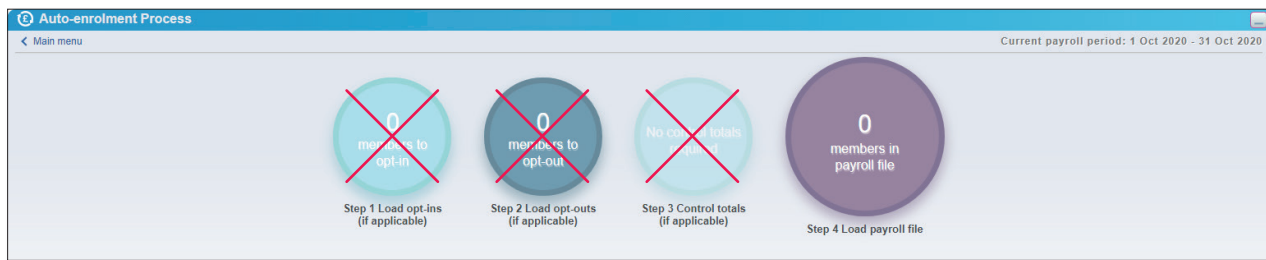
To begin the upload process, click **Process Data**



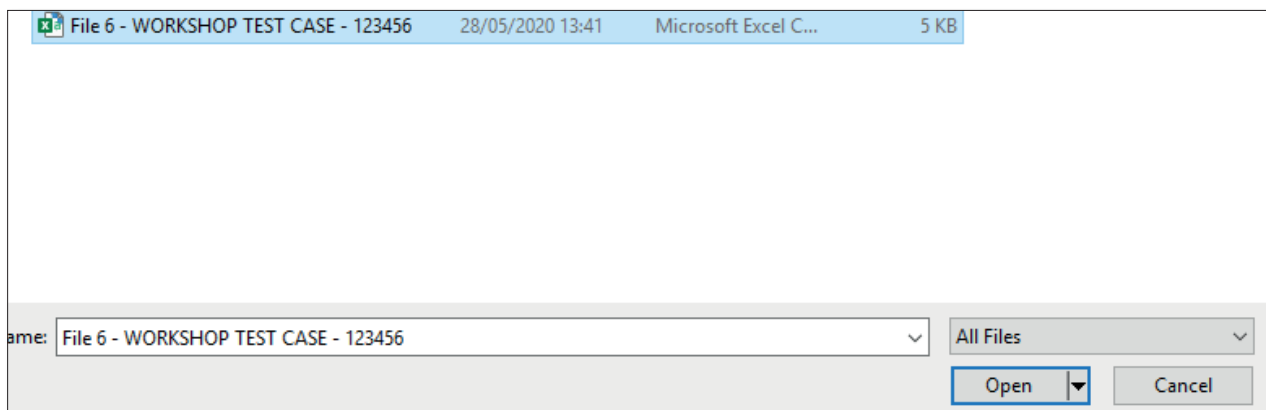
From this screen, click on Step 4, **Load payroll file**. (Steps 1, 2 and 3 are not relevant). A browser window will open; select the Options upload file that needs to be processed. This will be saved locally on your computer and please ensure the file is saved as a **CSV** file.

Please note Steps 1,2 and 3 are not required for this process.

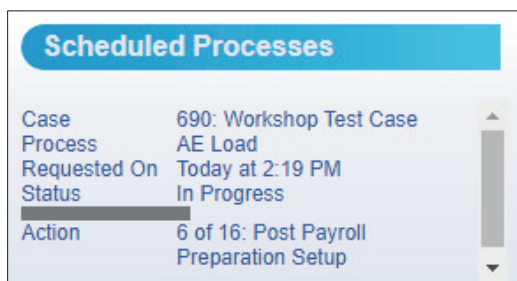
Preparing your file (Continued)



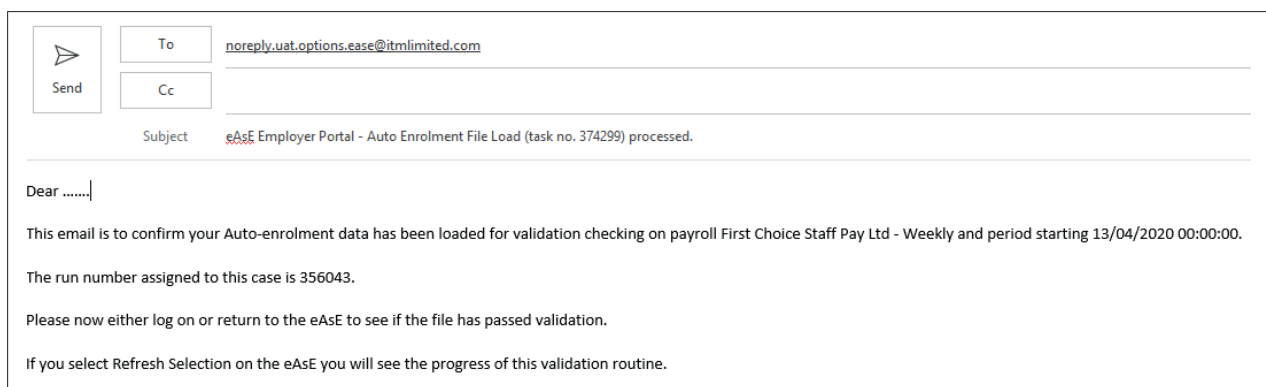
Once the file has been selected, click Open; processing of the file will start immediately.



You will see on the right-hand side the file upload progress.

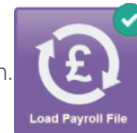


Once completed you will receive an email notification (example below).



Preparing your file (Continued)

Providing there are no failures within the file, a green tick will appear next to the **Load Payroll File** button.



If your file has failures you will see a red explanation mark, these will need to be resolved before you can continue.



these will need to be resolved before you can continue.

To view the failures, you will need to click on the **See All** button.

Auto-enrolment Process					
Main menu Correct data					
Load failures (0)					
Member failures (5)					
See All ...					
NI Number	Surname	Payroll Reference	Report Name	Report Number	Report Group
XXXXXXXXXX		1	Surname is missing	11	Employee Details Reports
XXXXXXXXXX	Stargatt	2	Forenames is missing	12	Employee Details Reports
XXXXXXXXXX	Blackwell	4	DOB is missing	13	Employee Details Reports
XXXXXXXXXX	Johnston	5	Address details missing - Address lines 1 and 2 are mandatory	14	Contact Details Reports
XXXXXXXXXX	Jones	6	Negative contributions amount or rate	218	AE Reports

You can export the data into an Excel file, making it easier to review. The following browser window will open and you can export by clicking the button shown below.

Member Failures						
Main menu Correct data						
Drag a column header here to group by that column						
member Auto Generated Run Id	ninumber	surname	payrollreference	reportnumber	reportname	reportgroupdesc
1	XXXXXXXXXX		1	11	Surname is missing	Employee Details Reports
2	XXXXXXXXXX	Stargatt	2	12	Forenames is missing	Employee Details Reports
3	XXXXXXXXXX	Blackwell	4	13	DOB is missing	Employee Details Reports
4	XXXXXXXXXX	Johnston	5	14	Address details missing - Address lines 1 and 2 are mandatory	Contact Details Reports
5	XXXXXXXXXX	Jones	6	218	Negative contributions amount or rate	AE Reports

Your Excel report will provide you with each failure on the file and who the failure relates to. You will need to amend these on the original file upload before uploading the file again. Once you have opened the source file you can make the changes and click save. The file can stay open and you do not need to save the file as a different name. If further amendments are to be made the file is open and you can repeat, clicking save when the changes have been made. Please see Appendix A at the end of this document which details some of the common failures and fixes.

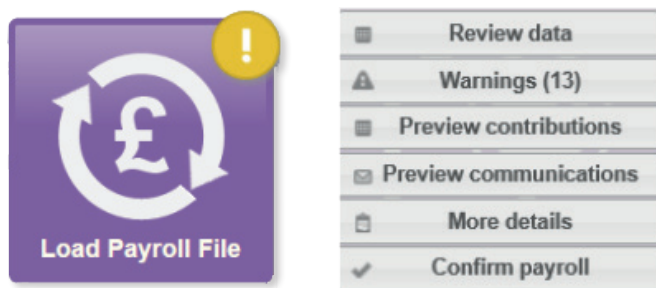
member Auto Generated Run Id	ninumber	surname	payrollreference	reportnumber	reportname	reportgroupdesc
1	XXXXXXXXXX		1	11	Surname is missing	Employee Details Reports
2	XXXXXXXXXX	Stargatt	2	12	Forenames is missing	Employee Details Reports
3	XXXXXXXXXX	Blackwell	4	13	DOB is missing	Employee Details Reports
4	XXXXXXXXXX	Johnston	5	14	Address details missing - Address lines 1 and 2 are mandatory	Contact Details Reports
5	XXXXXXXXXX	Jones	6	218	Negative contributions amount or rate	AE Reports

How to proceed if there are warnings

If there are any warnings, an amber exclamation mark will appear next to the **Load Payroll File** button. The warning details can be viewed under the **Review Payroll data** button. Warnings do not necessarily mean the data is incorrect and can be accepted however where possible we advise you to fix these in the file as well.

Examples of potential warnings are:

- A member has no salary for that pay period, or
- There is a mismatch in their gender and title



Click on **Warnings** to view further details; the grid will show which members are producing a warning. You will see a similar view to the failures. If there are several member warnings, clicking on the **See All** option will give a list which can be exported, making it easier to review.

Auto-enrolment Process					
Main menu Correct data					
Load failures (0)					
Member failures (2)					
Member warnings (2)					
See All ...					
NI Number	Surname	Payroll Reference	Report Name	Report Number	Report Group
1234567890123	Black	1	Assessment or pay period earnings are 0	40	Salary Reports
1234567890123	Blue	2	Gender and title are inconsistent	32	Employee Details Reports

When you have reviewed all warnings and completed any necessary amendments, please return to the Main menu.

If you get a load failure as below, there is further error information under the **AutoEnrolment Tab - Detailed Analysis - View data preparation errors**.

Auto-enrolment Process		
Main menu Correct data		
Load failures (1)		
See All ...		
Report Name	Report Number	Report Group
Data failed to load, please check Data Preparation Errors and Import Table(s)	42	Configuration Setup Reports

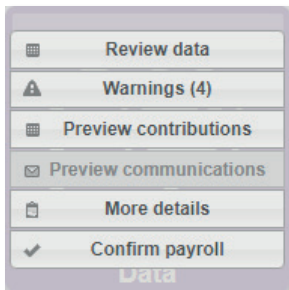
Auto-enrolment						
Detailed Analysis View data preparation errors						
Data Load Errors						
Table Name	Field Name	ID	File Name	Line Number	Error	Error Type
						Original Value

How to proceed if there are warnings (Continued)

Clicking on these menus will take you to **Data Loads Errors** screens, which show more detail of what is causing an error – this will be specific to a data item or an issue with the file formatting rather than a member – for example ‘an incorrect field name – please refer to Appendix A.

Once you are happy with the file, Click **Review Payroll data** again and select **Confirm payroll**. If you still need to make further amendments, please follow the above process.

You will also have the following options:



Review Data – You can review your upload including the warnings.

Warnings – This will show a list of the warnings in your file.

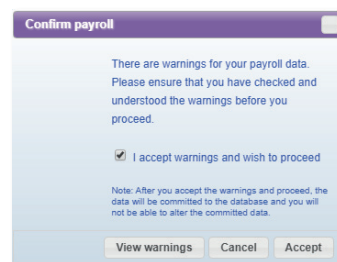
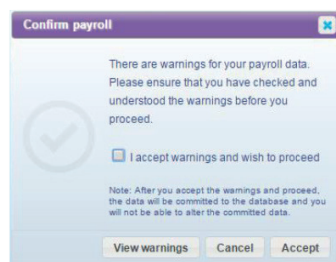
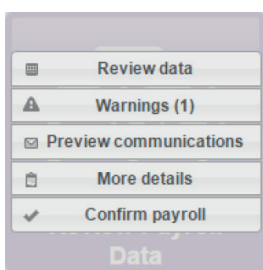
Preview contributions - A breakdown of each members contributions - Please review your contributions prior to confirming payroll.

Preview communications and More Details are not required.

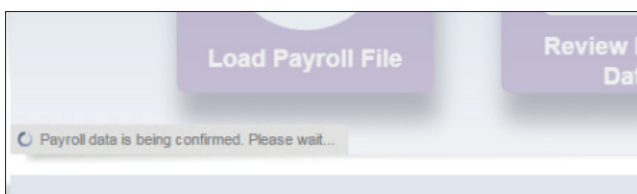
Confirm payroll – click this when checks have been completed and the file is correct.

Any of the above failures will need to be resolved before the upload process can continue.

If there are still warnings, however you are happy with them, you will be prompted to accept these warnings, tick the check box and click **Accept**.

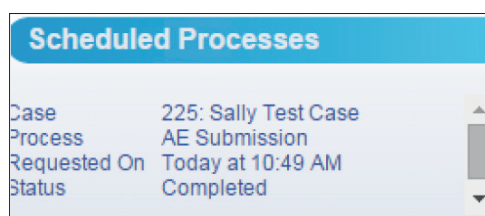
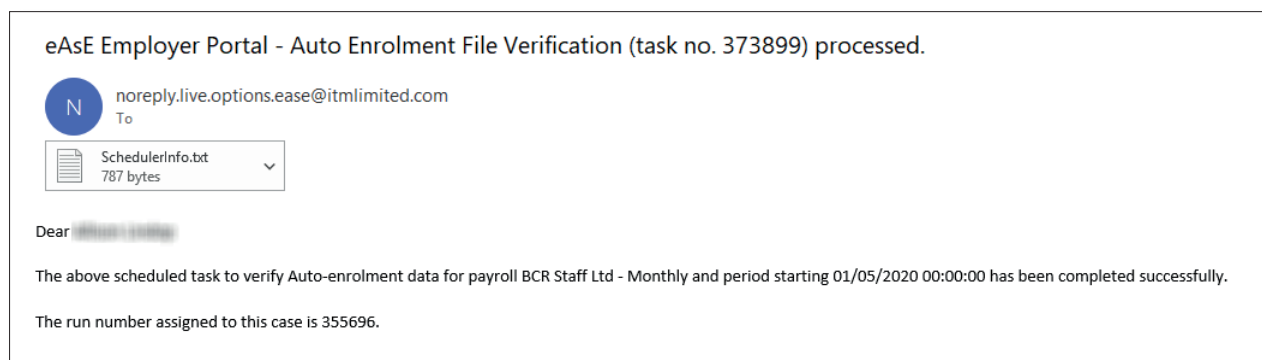


You will be able to see the file being uploaded.



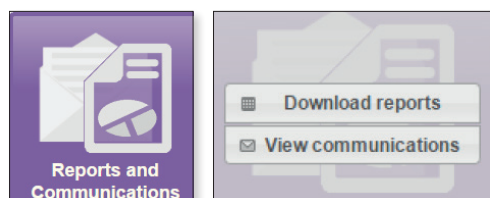
How to proceed if there are warnings (Continued)

Once the data has been processed, the Scheduled Process bar will show complete and you will receive a notification email like the one below:



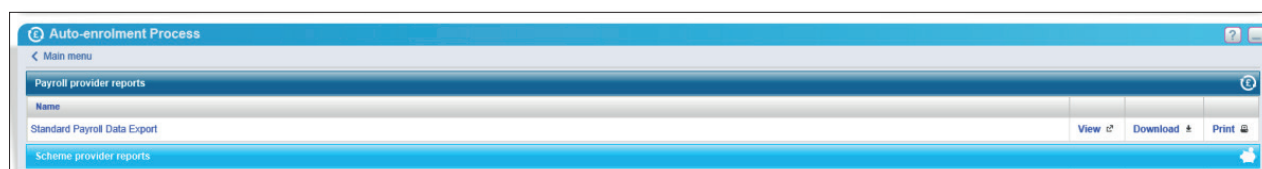
Reporting

Once the payroll file has been submitted the **Reports and Communications** button will now be enabled.



If selected, View Communications will not contain any information, letters are not being generated by the system for Options.* THIS WILL NOT BE USED

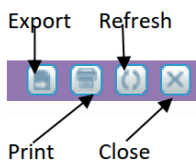
Click on the **Download reports** link (shown above) to display a list of reports available – in this instance there will be a Standard Payroll Data Export report.



You will be able to View, Download or Print these reports for your records.

Reporting (Continued)

If the report is viewed it can be Exported/Printed/Refreshed/closed using the icons at the top right of the page.



Auto-enrolment Payroll Report

Drag a column header here to group by that column

id	payroll_reference	ni_number	title	surname	forenames	gender
1	384					M
2	440					M
3	469					M
4	537					M
5	1090					F
6	1127					M
7	1213					M
8	1280					M
9	1285					M
10	1364					F
11	1374					M
12	1384					M
13	1387					M
14	1401					M
15	1405					F

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Contact us

This completes the uploading of your member data, if you have any queries with uploading your data, please contact the dedicated Options support team:



Email: workplacepensions@optionspensions.co.uk



Telephone: 0330 124 1510



PART OF



GROUP PLC

FOR MORE INFORMATION PLEASE CONTACT
[OPTIONS UK](mailto:enquiries@optionspensions.co.uk)

1st Floor Lakeside House,
Shirwell Crescent, Furzton Lake,
Milton Keynes, Buckinghamshire, MK4 1GA.

T: +44 (0) 330 124 1505

optionspensions.co.uk
enquiries@optionspensions.co.uk

Appendix A

ITM Import Template Field	Mandatory	Guidance to resolve
Payroll_Reference	Yes	Employee Number - If different from previous period, please contact Options support team before uploading. (must be unique for each member)
NI_Number	Yes	Example - AA123456A (must not contain spaces, full stops or commas)
Title	Yes	To match Gender (must not contain spaces, full stops or commas)
Surname	Yes	
Forenames	Yes	
Gender	Yes	To match Title (must be F or M)
Date_of_Birth	Yes	DD/MM/YYYY - Members must be older than 16
Date_Joined_Company	Yes	DD/MM/YYYY - If outside of period uploading, a warning will fire.
Address1	Yes	
Address2	Yes	
Address3	No	
Address4	No	
Address5	No	
Postcode	Yes	
Email	No	Whilst this can be blank the capture of the member's email address is required for the member to be able to view their workplace pension record online. We strongly recommend capturing the members email address.
Earnings	Yes	Period Earnings the members contributions are based on for the current period (must not be a negative amount)
Employer	Yes	This is the scheme number allocated to you by Options UK, also known as the EPSR number. Must be populated for every member on the file. If you unsure of this number, please contact the Options support team.

Appendix A (Continued)

ITM Import Template Field	Mandatory	Guidance to resolve
Eee_Cont_Rate	Yes	Must be populated but can be zero
Eer_Cont_Rate	Yes	Must be populated but can be zero
AVC_Cont_Rate	No	
Contractual_Membership	Yes	If any of your members have joined the scheme on a Contractual basis, please change to Y
Date_Joined_Scheme	Yes	DD/MM/YYYY – This is the date the member was enrolled into your workplace pensions scheme. (date must be within current or previous period if not a failure will fire)
Date_Of_Leaving	No	DD/MM/YYYY - Is mandatory if the member is leaving either the scheme (opt-out/cease membership) or company. (date must be within current or previous period)
Employee_Conts	Yes	Must be populated but can be zero. If a member has zero contributions for the current period, they must still be included in the upload template. This ensures the member has a complete contribution history.
Employer_Conts	Yes	Must be populated but can be zero. If a member has zero contributions for the current period, they must still be included in the upload template. This ensures the member has a complete contribution history.
AVC_Conts	No	
Salary_Amount_1	Yes	This is the member's annual salary and is required for illustration purposes on their Annual Benefit Statement. Please note: If annual salary is not held please enter the 12-month equivalent based on the current period earnings.

Appendix B

Please see guidance below on eConnect Errors and Warnings.

Errors **must** be corrected to successfully process the member data.

Warnings should be reviewed and **must** be accepted to successfully process member data.

Error / Warning	Guidance to resolve
Duplicate NI numbers present	Please correct NI_Number field data in upload template (Column B) and resubmit (please also refer to NI section in this guide)
Data failed to load, please check Data Preparation Errors and Import Table(s)	Please check the file format of the upload template - must be .csv
Contribution rate is an invalid format	Please correct Eee_Cont_Rate and Eer_Cont_Rate field data in upload template (Columns R and S) and resubmit.
Invalid dates supplied. Check date formatting	Please check the format of all dates in the upload template. Format should be dd/mm/yyyy
NI number is invalid	Please correct NI_Number field data in upload template (Column B) and resubmit (please also refer to NI section in this guide)
Gender is invalid	Please correct Gender field data in upload template (Column F) and resubmit. Data inputted must be M or F
Title is invalid	Please correct Title field data in upload template (Column F) and resubmit.
Surname is missing	Please correct Surname field data in upload template (Column D) and resubmit.
Forenames is missing	Please correct Forenames field data in upload template (Column E) and resubmit.
DOB is missing	Please correct Date_of_Birth field data in upload template (Column G) and resubmit. Format should be dd/mm/yyyy
Address details missing - Address lines 1 and 2 are mandatory	Please correct Address1 and Address2 field data in upload template (Columns I and J) and resubmit.
DOB is after current date	Please correct Date_of_Birth field data in upload template (Column G) and resubmit. Format should be dd/mm/yyyy
DJC is before DOB	Please correct Date_Joined_Company field data in upload template (Column H) and resubmit. Date must be before Date_of_Birth (DOB)
DJC is missing	Please correct Date_Joined_Company field data in upload template (Column H) and resubmit
DJC is after current date	Please correct Date_Joined_Company field data in upload template (Column H) and resubmit. Date must after today's date.
Earnings are missing or invalid	Please correct Earnings field data in upload template (Column P) and resubmit. If no earnings for current period enter 0.00
Employer missing or invalid	Please correct Employer field data in upload template (Column Q) and resubmit. Field entry must be EPSR number provided to you by Options UK.
Contractual Membership is missing or invalid	Please correct Contractual_Membership field data in upload template (Column U) and resubmit. Data inputted must be N or Y.

Appendix B (Continued)

Error / Warning	Guidance to resolve
Date joined scheme is before date joined company	Please correct Date_Joined_Scheme field data in upload template (Column V) and resubmit. Date must after Date_Joined_Company
Date of leaving is before date joined company	Please correct Date_Of_Leaving field data in upload template (Column W) and resubmit. Date must after Date_Joined_Company
Email address is not a valid format	Please correct Email field data in upload template (Column O) and resubmit.
Employer code is invalid or missing	Please correct Employer field data in upload template (Column Q) and resubmit. Date must after Date_of_Birth
DJS is before DOB	Please correct Date_Joined_Scheme field data in upload template (Column V) and resubmit. Date must after Date_of_Birth
DJS after period end date	Please correct Date_Joined_Scheme field data in upload template (Column V) and resubmit.
Scheme code present but DJS missing	Please correct Date_Joined_Scheme field data in upload template (Column V) and resubmit.
DJS before start of period but no entry in history	Please correct Date_Joined_Scheme field data in upload template (Column V) and resubmit.
DOL is before DJS	Please correct Date_Of_Leaving field data in upload template (Column V) and resubmit. Date must after Date_Joined_Scheme
DOL after period end	Please correct Date_Of_Leaving field data in upload template (Column V) and resubmit. Date must be before end of active period.
DJC after period end date	Please correct Date_Joined_Company field data in upload template (Column V) and resubmit. Date must be before end of active period.
Date left scheme is invalid	Please correct Date_Left_Scheme field data in upload template (Column V) and resubmit.
Missing member but no record of leaving	Please add member leaving back in to upload, populate Date_Left_Scheme field data in upload template (Column V) and resubmit.
Email address contains white-space	Please check for spaces and correct Email field data in upload template (Column O) and resubmit.
Negative contributions amount or rate	Please check for negative values or entries in upload template and resubmit.
Contribution rate must be no more than 2 decimal places	Please correct Eee_Cont_Rate , Eer_Cont_Rate and AVC_Cont_Rate field data in upload template (Columns R, S and T) and resubmit.
Negative contributions	Please check for negative values or entries in upload template and resubmit.
Surname requires at least two characters	Please correct Surname field data in upload template (Column D) and resubmit.
Surname must not start with a space, hyphen or apostrophe	Please correct Surname field data in upload template (Column D) and resubmit.

Appendix B (Continued)

Error / Warning	Guidance to resolve
Invalid character in surname - valid characters are A-Za-z '-	Please correct Surname field data in upload template (Column D) and resubmit.
First name field requires at least two characters in each forename	Please correct Forenames field data in upload template (Column E) and resubmit.
Forenames in the first name field must not start with a space, hyphen or apostrophe	Please correct Forenames field data in upload template (Column E) and resubmit.
Invalid character in first name - valid characters are A-Za-z '-	Please correct Forenames field data in upload template (Column E) and resubmit.
Postcode format is invalid	Please correct Postcode field data in upload template (Column N) and resubmit.
Email format is invalid (minimum xx@xx.xx)	Please correct Email field data in upload template (Column O) and resubmit.
Invalid character in address line 1 - valid characters are A-Za-z0-9 '*\./;,:(){}<>-	Please correct Address1 field data in upload template (Column I) and resubmit.
Invalid character in address line 2 - valid characters are A-Za-z0-9 '*\./;,:(){}<>-	Please correct Address2 field data in upload template (Column J) and resubmit.
Invalid character in address line 3 - valid characters are A-Za-z0-9 '*\./;,:(){}<>-	Please correct Address3 field data in upload template (Column K) and resubmit.
Invalid character in address line 4 - valid characters are A-Za-z0-9 '*\./;,:(){}<>-	Please correct Address4 field data in upload template (Column L) and resubmit.
Invalid character in address line 5 - valid characters are A-Za-z0-9 '*\./;,:(){}<>-	Please correct Address5 field data in upload template (Column M) and resubmit.
Invalid character in payroll reference - valid characters are A-Za-z0-9 '\./;,:(){}<>-	Please correct Payroll_Reference field data in upload template (Column A) and resubmit.
Surname is longer than 30 characters	Please correct Surname field data in upload template (Column D) and resubmit.
A forename in the first name field is longer than 18 characters	Please correct Forenames field data in upload template (Column E) and resubmit.
Address line 1 is longer than 30 characters	Please correct Address1 field data in upload template (Column I) and resubmit.
Address line 2 is longer than 30 characters	Please correct Address2 field data in upload template (Column J) and resubmit.
Address line 3 is longer than 30 characters	Please correct Address3 field data in upload template (Column K) and resubmit.
Address line 4 + Address line 5 are longer than 30 characters	Please correct Address4 field data in upload template (Column L) and resubmit.
Email address is longer than 55 characters	Please correct Email field data in upload template (Column O) and resubmit.
Payroll reference is longer than 30 characters	Please correct Payroll_Reference field data in upload template (Column A) and resubmit.
Payroll reference already in use by another employee	Please correct Payroll_Reference field data in upload template (Column A) and resubmit. No duplicate entries allowed.
Multiple member matches for data	Please check upload template for duplicate members, remove and resubmit.

Appendix B (Continued)

Error / Warning	Guidance to resolve
Invalid character in title, first name, surname, or address fields - valid characters are a-zA-Z0-9.&() _ -./	Please review field list in error description and remove non valid characters.
Invalid payroll configuration	Please contact the Options UK support desk to resolve.
AVC contribution provided but not set up at Scheme level	Please contact the Options UK support desk to resolve.
No pre-staging period has been run	Please contact the Options UK support desk to resolve.
Payroll Cut-off Day is missing	Please contact the Options UK support desk to resolve.
Payroll Payment Day is missing	Please contact the Options UK support desk to resolve.
Invalid Header Row. Either no header row provided or invalid header id.	Please contact the Options UK support desk to resolve.
Invalid PAYE Ref	Please contact the Options UK support desk to resolve.
Invalid Legal Entity.	Please contact the Options UK support desk to resolve.
Invalid Business Unit.	Please contact the Options UK support desk to resolve.
Invalid Payroll Name.	Please contact the Options UK support desk to resolve.
Pre analysis checks have failed. Contact your support team	Please contact the Options UK support desk to resolve.
Payroll/Employee Reference is missing	Please contact the Options UK support desk to resolve.
Duplicate payroll references present	Please contact the Options UK support desk to resolve.
Scheme is invalid	Please contact the Options UK support desk to resolve.
Member matches existing member on NI no only	Please contact the Options UK support desk to resolve.
Member matches existing member on Surname and DOB	Please contact the Options UK support desk to resolve.
Member matches existing member on Surname and NINo	Please contact the Options UK support desk to resolve.
Member matches existing member on NI no and DOB only	Please contact the Options UK support desk to resolve.
Scheme code present but membership status missing	Please contact the Options UK support desk to resolve.
Opted out prior to period but no record	Please contact the Options UK support desk to resolve.
Opted in prior to period but no record	Please contact the Options UK support desk to resolve.
Opted in and member already in scheme	Please contact the Options UK support desk to resolve.
Opted out and member not in scheme	Please contact the Options UK support desk to resolve.
Date joined company before start of previous period	Please contact the Options UK support desk to resolve.
Left scheme after opted-out	Please contact the Options UK support desk to resolve.
date left company before further membership details	Please contact the Options UK support desk to resolve.
Opt-out not allowed due to contractual enrolment	Please contact the Options UK support desk to resolve.
Member has active status but no scheme. No default scheme specified	Please contact the Options UK support desk to resolve.

Appendix B (Continued)

Error / Warning	Guidance to resolve
Date left scheme for member not in a scheme	Please contact the Options UK support desk to resolve.
Member has switched payrolls and has a leaving date after switch date	Please contact the Options UK support desk to resolve.
Opt-out member has left the company	Please contact the Options UK support desk to resolve.
Opt-out member with outstanding opt-in request	Please contact the Options UK support desk to resolve.
Opt-out member has left the scheme	Please contact the Options UK support desk to resolve.
Opt-out before start of last period	Please contact the Options UK support desk to resolve.
Missing member history	Please contact the Options UK support desk to resolve.
Errors when submitting data to PenScope	Please contact the Options UK support desk to resolve.
Date of leaving before any employment history	Please contact the Options UK support desk to resolve.
Date of leaving before previous period start	Please contact the Options UK support desk to resolve.

In addition to the above please see further detailed guidance below relating to NI numbers and scheme re-joiners

NI numbers

This guidance is to ensure a smooth upload process in eConnect. This in turn will significantly reduce delays in processing member contributions.

1. **No** members can have duplicate NI numbers.
2. Schedules should be checked before they are uploaded to identify duplicate NI numbers.
3. If any members have a duplicate NI please adjust the NI for the new member. This approach reduces the risk of failures for future uploads.
4. In the event an employee is given a temporary NI number please ensure the new NI number (once received from HMRC within 6 weeks) is allocated and used in the eConnect upload template. This will reduce the risk of duplicate temporary NI numbers.

As a general data rule, it is always best to update a members account with the non-temporary NI number as soon as possible, this will keep everyone's accounts in line and assist with opt outs, transfer and retirement processes.

The best approach is to use the following format for Temporary NI:

- The first two letters must be **TN**
- The last letter should be either a **M** for Male and **F** for Female
- The 6 numbers in between can be any numbers from **0** to **9**

Scheme re-joiners / re-enrolment

When an employee re-joins the scheme after having a previous period of service the DJS must be populated with the new active membership achievement date.



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