

Worktray Manual

Pension Statements

What happens after the March monthly return has been submitted?

After we have processed your March return and matched the rows of data to individual pension records, we produce a member's pension statement.

Before running the pension statement process, we apply some data quality checks to the financial data we've received during the last financial year (1 April through 31 March in any given year).

We look at each member's pension record that is showing as being an active member as at 31st March. This will include everyone who you've added to your March file, but also people who've left your organisation through the year but our systems haven't quite caught up: so we still think they're an active member of the scheme.

We sort each pension record into one of three categories:

1. **Pension Statement Block** – something is missing that will prevent us being able to produce a pension statement. Until we receive the missing information, that member won't get a statement.
2. **Pension Statement Quarantine** – although we've got sufficient data to produce a statement, we would like you to review it ahead of the statement being run. The data *could* be correct: but we'd like you to give it the once-over before we press the go button. However, if we don't receive a reply by 12 August, then we will produce the pension statement using the data we already have.
3. **OK** – the financial year's data has passed all our checks, and this record has progressed into the pension statement production queue.

Where a pension record is categorised as either a Pension Statement Block or Pension Statement Quarantine, we will launch a query process, through which you'll be able to either provide revised information or confirm what you've already supplied is correct.

If a member has multiple jobs within your organisation, it is possible they may have more than one query, as each query relates to a particular job. Your monthly return should show more than one line of data for members with more than one job within your organisation.

Information Sheet

What is a Pension Statement – a document produced every year for each active member. It gives a value of benefits at the end of each scheme year and an estimated forecast at retirement age.

What is a Pension Statement Block – something is missing that will prevent us being able to produce a pension statement. Until we receive the missing information, that member won't get a statement.

Which checks result in a Pension Statement Block?

Test	Description
No data received at all	This check only triggers where the members working pattern is either full-time or part-time, so under normal circumstances we would expect the member to have received *some* pay during the year
Final Pay looks low	The pay quoted on the March return is less than £10,000, which is roughly the full-time equivalent pay for someone working term-time. Reasons for this triggering could be an apprentice. *(Check only applied to pension records having membership in the scheme before 1.4.2014.)*
Final Pay multiple values received	Two or more individual rows on your March return have been matched to the same pension record, each had an entry for Final Pay, but we can't be sure which record it relates to. *(Check only applied to pension records having membership in the scheme before 1.4.2014.)*
Final Pay missing	We are unable to calculate the pension statement without the Final Pay. Reasons for this triggering could be someone in your employment who started after 1.4.2014 – so you don't think you need to give us Final Pay as it doesn't apply to that individual – but the member has actually linked or transferred previous Pre 2014 LGPS membership into their current pension record. *(Check only applied to folders having membership in the scheme before 1.4.2014.)*

What is a Pension Statement Quarantine - although we have got sufficient data to produce a statement, we would like you to review it ahead of the statement being run. The data *could* be correct: but we'd like you to give it the once-over before we press the go button. However, if we don't receive a reply within 6 weeks from the launch date we will produce the pension statement using the data we already have.

Which checks result in a Pension Statement Quarantine?

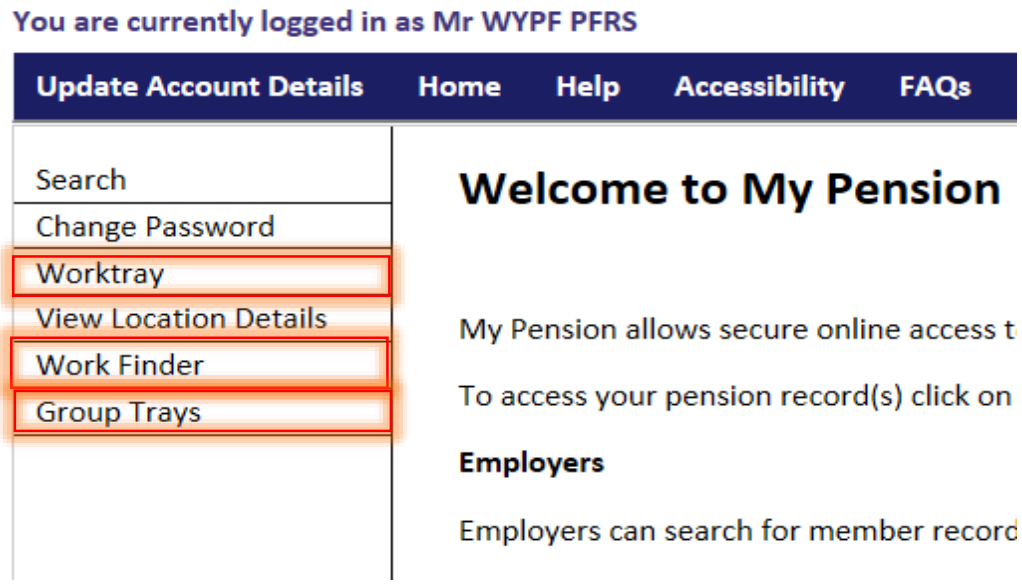
Test	Description
Missing month(s) during the year – but March is present	Looking over the last year, we don't have a monthly entry for each month that the member was in the scheme, but they did appear on the March return. Reasons for this could be a period of unpaid leave, or an issue with payroll where the employee missed a month but then got paid arrears the subsequent month. (Check only applied to full-time or part-time records)
CPP spike or jump – 90% increase	Comparing month-on-month, the Main Section pay (CPP) jumped by at least 90%. Reasons could be a promotion or overtime worked. (Check only applied to full-time or part-time records)
Suspect leaver	This member's pension record didn't appear on the March return. (Check only applied to full-time or part-time pension records)
No data received at all	This check only triggers where the member **doesn't** work full-time or part-time. Reasons for this could be a casual worker who hasn't done any work during the year
Final Pay increase 20%+	*(Check only applied to pension records having membership in the scheme before 1.4.2014.)*
Final Pay decrease 10%+	*(Check only applied to pension records having membership in the scheme before 1.4.2014.)*

Accessing your worktray

Log on to the Employer Portal through our website

Employer Web – New Menu Options

Once your account has been upgraded to work within the Employer Portal, you will see three additional menu options:



- **Group Tray** – this is where the queries for your organisation (or group of organisations) will initially land. Think of this as your in tray

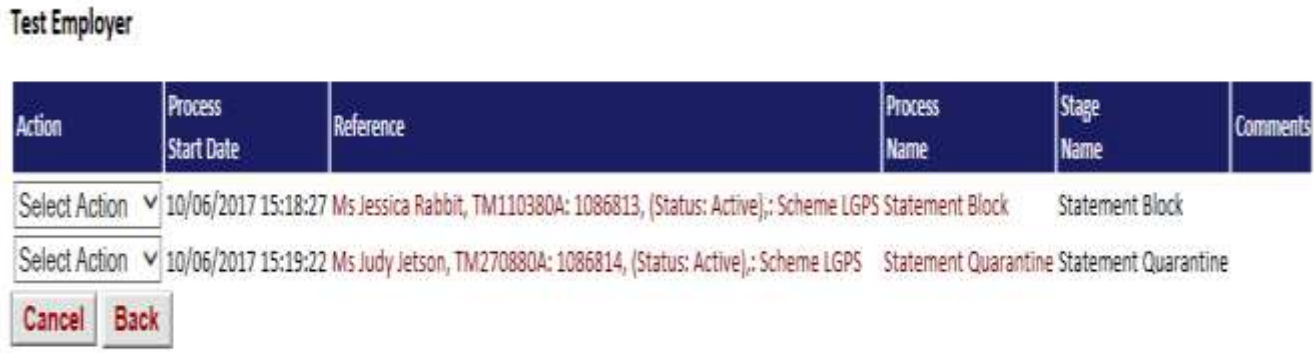
- **Worktray** – this is your personal work tray. To be able to look at a query and provide a response, you must first move it from the Group Tray into your Worktray

- **Work Finder** – this lets you look at what work everyone else in your organisation has in their individual Worktray. Some of the features of Work Finder (such as moving work between two people other than yourself) currently don't work

Group Tray



This shows the name of your employer group, along with how many queries are currently in the Group Tray. Click the name of the employer to look inside the Group Tray.



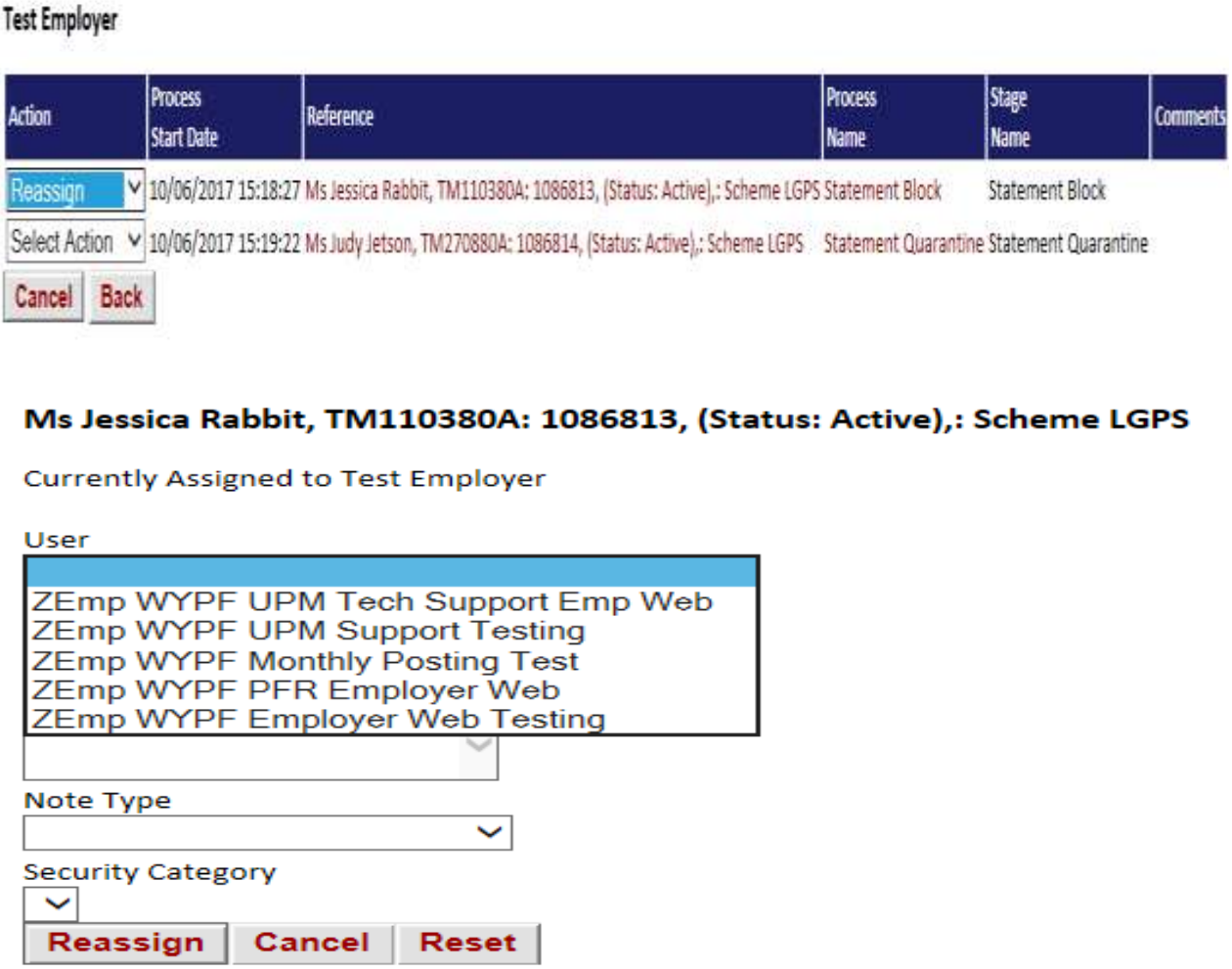
- Process Name: this will show either Statement Block or Statement Quarantine
- Use the fast-forward / rewind buttons or click on the page numbers to move from page to page.

<u>The Golden Rule of Group Tray</u>

You must move a process to your Worktray before you can work on it – or even look at it. You can't do anything within Group Tray apart from move work out of it.

<u>How to move an item to your Worktray</u>

1. Click "Select Action" next to the member you want to move
2. Choose "Reassign"
3. Choose your name from the "User" menu. You will see everyone in your organisation here who has an account. You could pick someone else's name here, to give *them* the work item, instead of yourself.



4. Click Reassign

The work item will then be moved from Group Tray to your Worktray (or whoever's tray you chose in this step).

Worktray and working through a query

Click “Worktray” to view the item(s) currently in your Worktray.

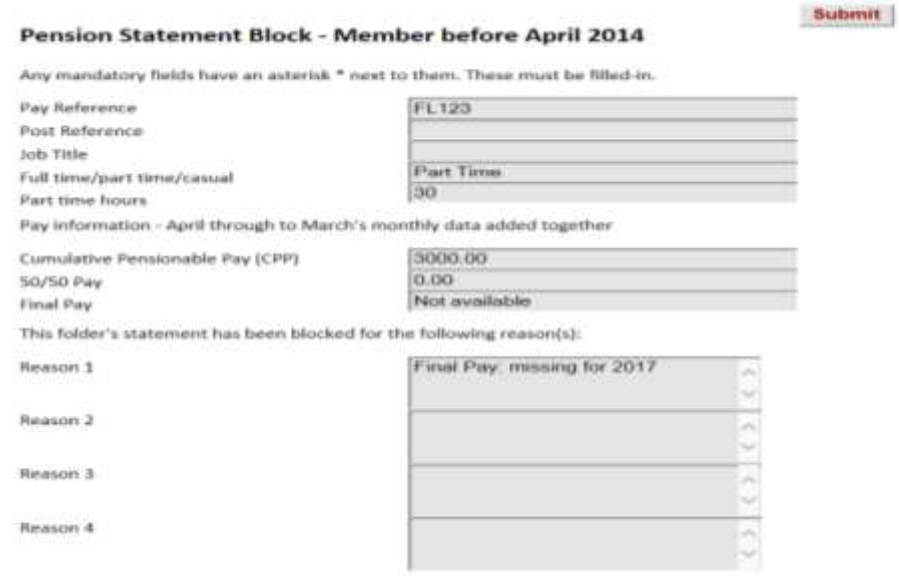


How to **open a query** and provide an answer. There are 2 ways, either:

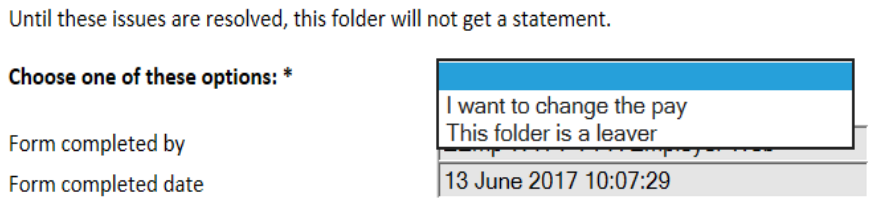
1. Just click the person’s name, under the reference tab
2. Click Select Action > Open Process

Once either of the above actions have been performed a form will be displayed for you to either submit revised information, tell us the member has left that job or confirm the information we have is correct.

An example of a Pension Statement Block



The example above explains the reason for the block (Final pay missing) and then gives you the following options below (Change pay or they are a leaver).



The Reply Options

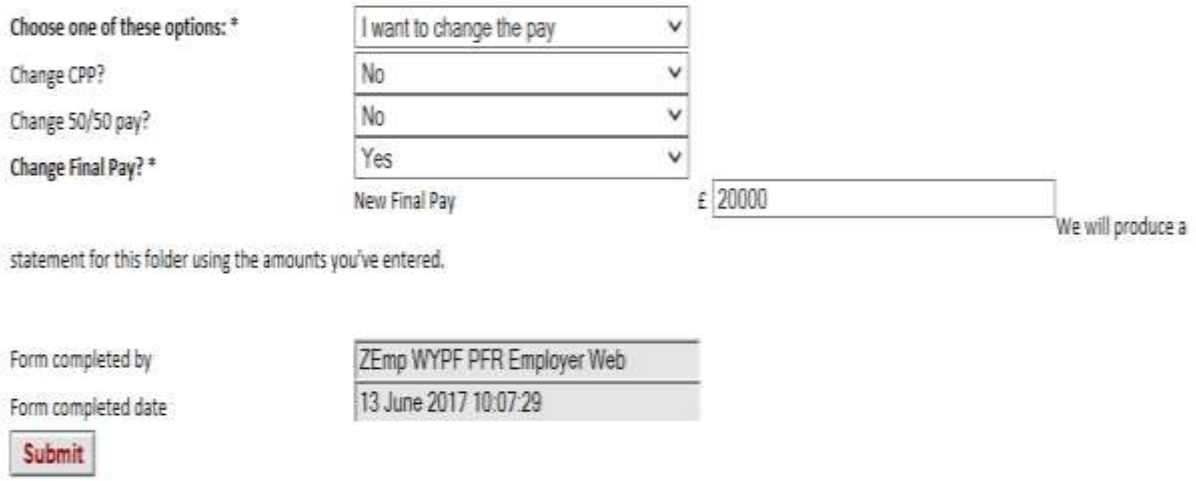
I want to change the pay

Tell us the **annual** amounts for Final Pay, Main Section Pay (CPP) and 50/50 Section Pay you want us to use for the pension statement.

We don't need to know why they're different to what you've already given us, just tell us the revised values.

The options automatically default to "No". Select "Yes" next to the pay you want to change. If you leave the option as "No change" that means the values you've already given us are correct.

For example, where only the Final Pay is wrong or missing, the form might end up looking like this:



Note: you won't get asked about Final Pay if that member's pension record doesn't have any membership before 1.4.2014.

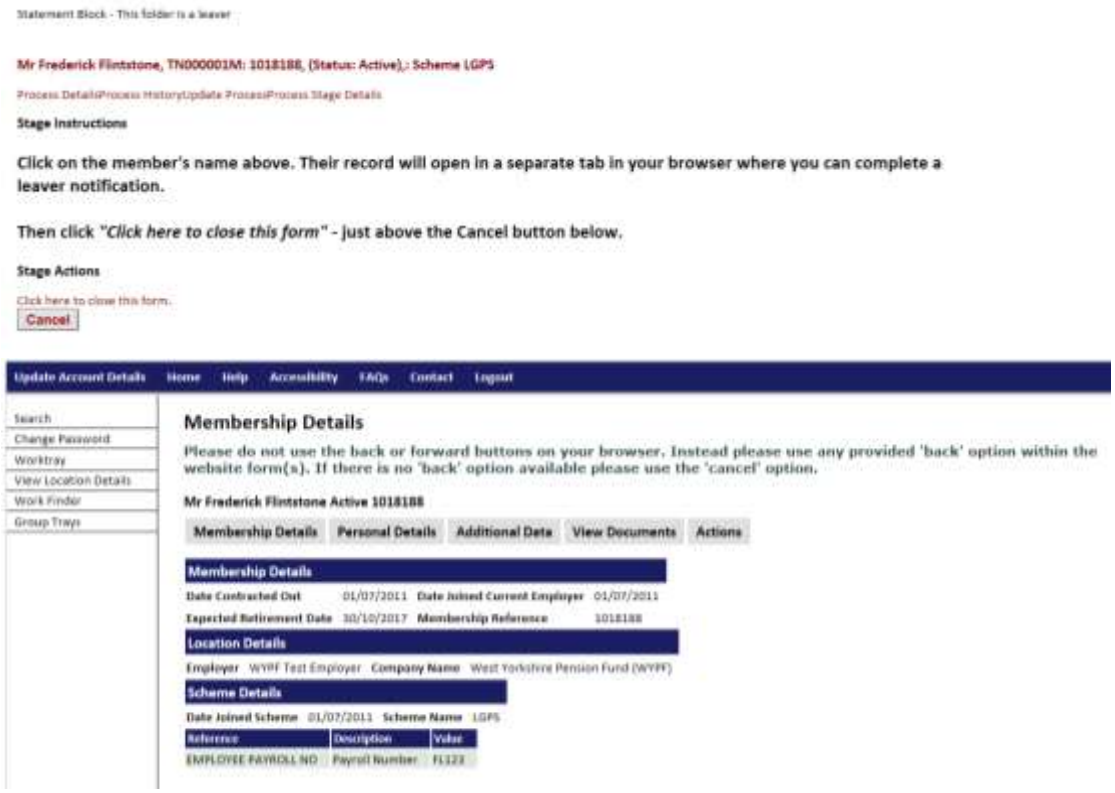
Once you have submitted the new pay figure a Pension statement will be produced using the new information and sent to the member.

This folder is a leaver

Use this to tell us the member left that particular job during the year.



Once you click submit the process will ask you to click on the member's name, which will be in bold above the stage instructions. Once selected, it will open a separate browser where you can complete a leaver notification within the member's pension record.



Don't forget to close the form created from the Pension Statement query process in your original browser.

You can do this by selecting "Click here to close this form" – just above the Cancel button.

An example of a Pension Statement Quarantine



Ms Judy Jetson, TM270880A: 1086814, (Status: Active),: Scheme LGPS

Submit

Pension Statement Quarantine - Member joined after April 2014

Any mandatory fields have an asterisk * next to them. These must be filled-in.

Pay Reference	TOON26
Post Reference	
Job Title	Cartoon
Full time/part time/casual	Full Time
Part time hours	0

Pay information: April through to March's monthly data added together:

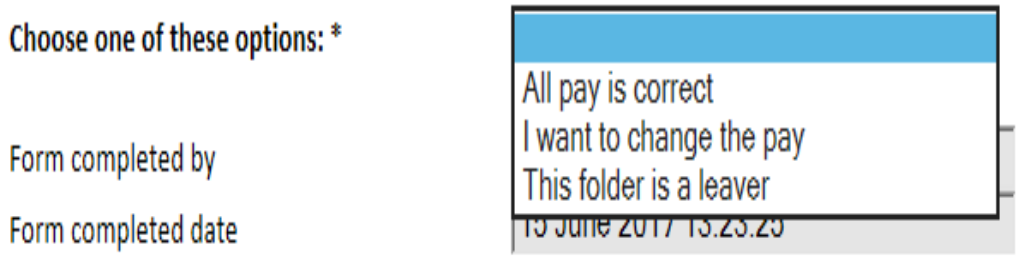
Cumulative Pensionable Pay (CPP)	2500.00
50/50 Pay	0.00

This folder's statement has been quarantined for the following reason(s):

Reason 1	Suspect leaver: last CPP received was for Jun 2016
Reason 2	
Reason 3	
Reason 4	
Quarantine Expiry Date	21/07/2017

If you don't reply by the Quarantine Expiry Date above, we will issue a statement using the pay details above.

The example above explains the reason for the quarantine (last CPP received Jun 2016) and then gives you the following options below (All pay is correct, Change pay or they are a leaver).



Choose one of these options: *

All pay is correct
I want to change the pay
This folder is a leaver

Form completed by

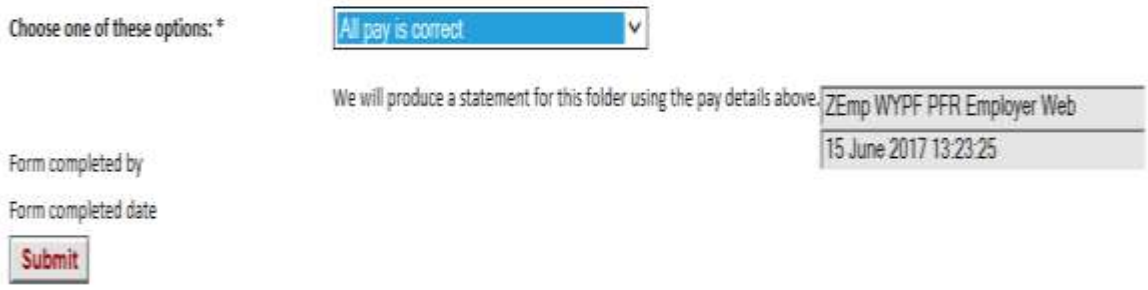
Form completed date

15 June 2017 13.23.25

All pay is correct

Use this option to tell us that the information you've already given us is, actually correct. We don't need you to tell us why this member should have passed our data checks, just confirm the financial values are right.

Once you click submit, we'll then produce the member's pension statement using these values.



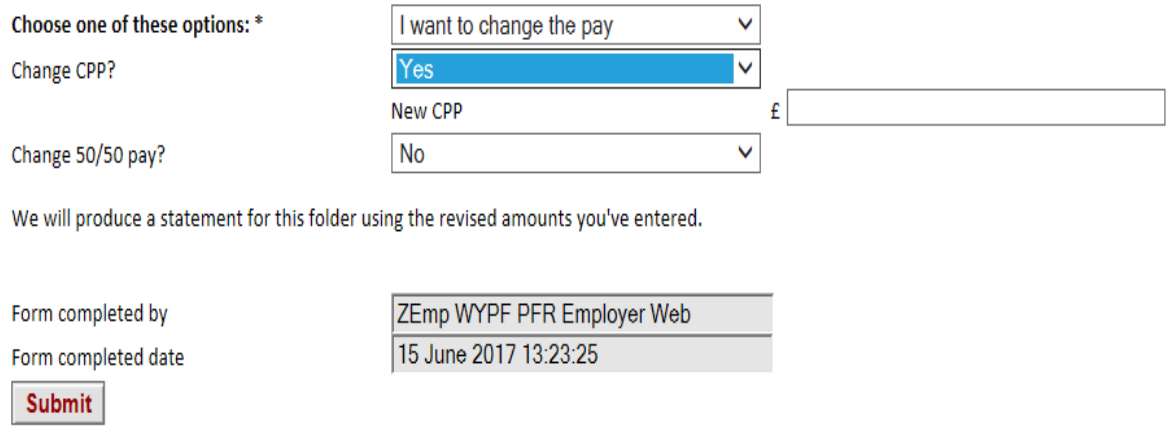
Note: you won't see this option for some Pension Statement Block cases, as we don't have all the information we need to produce a pension statement, so you can't tell us what we've already got is ok. For example, where the Final Pay is missing. These types of cases will only have 2 available options: I want to change the pay or this folder is a leaver.

I want to change the pay

Tell us the **annual** amounts for the pay you want to change.

We don't need to know why they're different to what you've already given us, just tell us the revised values.

The options automatically default to "No". Select "Yes" next to the pay you want to change. If you leave the option as "No change" that means the values you've already given us are correct.



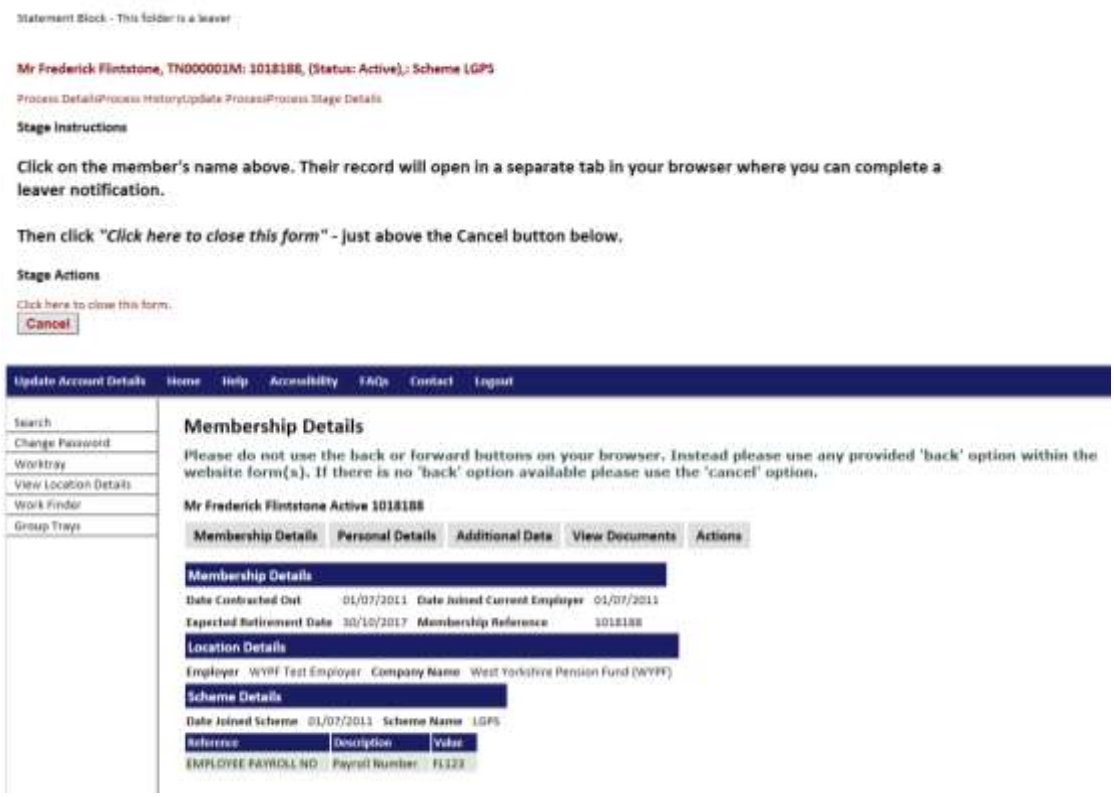
After filling in the form, click **Submit**. The process will take you back to your work tray. We will produce a revised statement using the new pay information you have provided.

This folder is a leaver

Use this to tell us the member left that particular job during the year.



Once you click submit the process will ask you to click on the member's name, which will be in bold above the stage instructions. Once selected, it will open a separate browser where you can complete a leaver notification within the member's pension record.

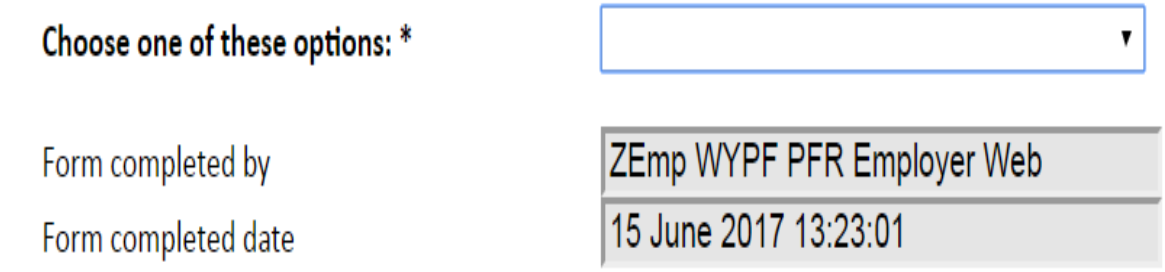


Don't forget to close the form created from the Pension Statement query process in your original browser.

You can do this by selecting "Click here to close this form" – just above the Cancel button.

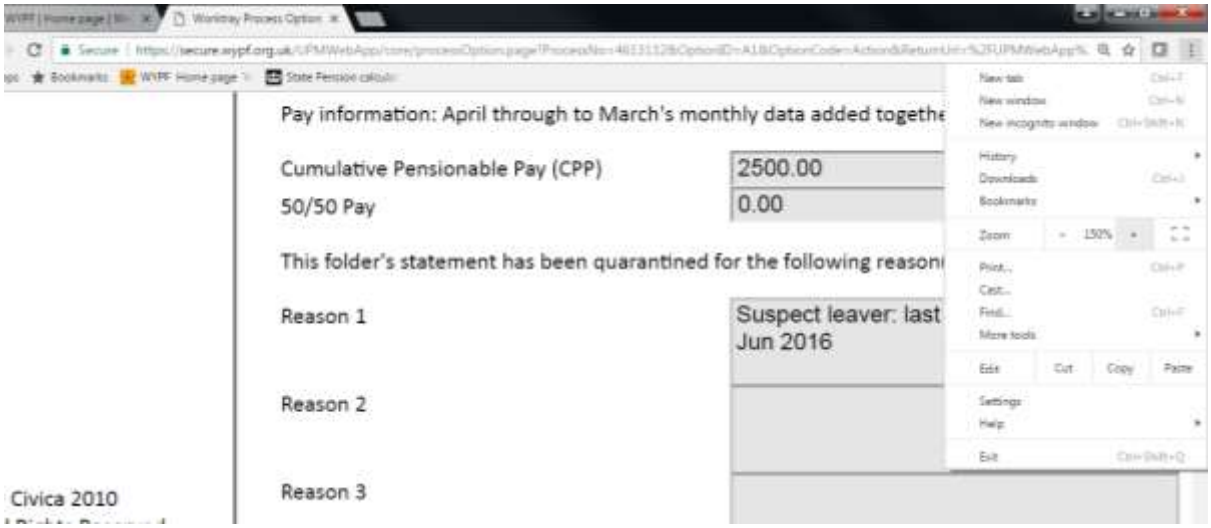
Troubleshooting

Options not appearing from drop down menu.

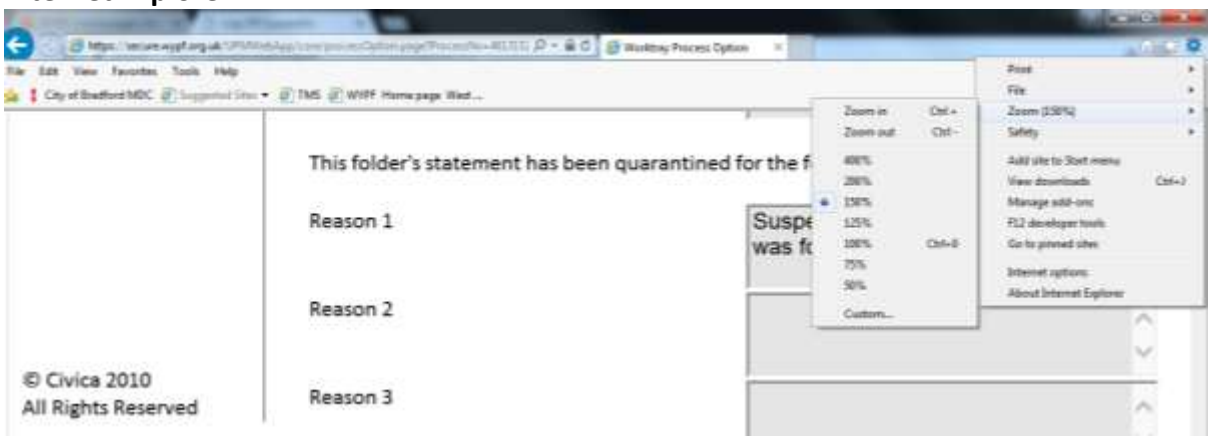


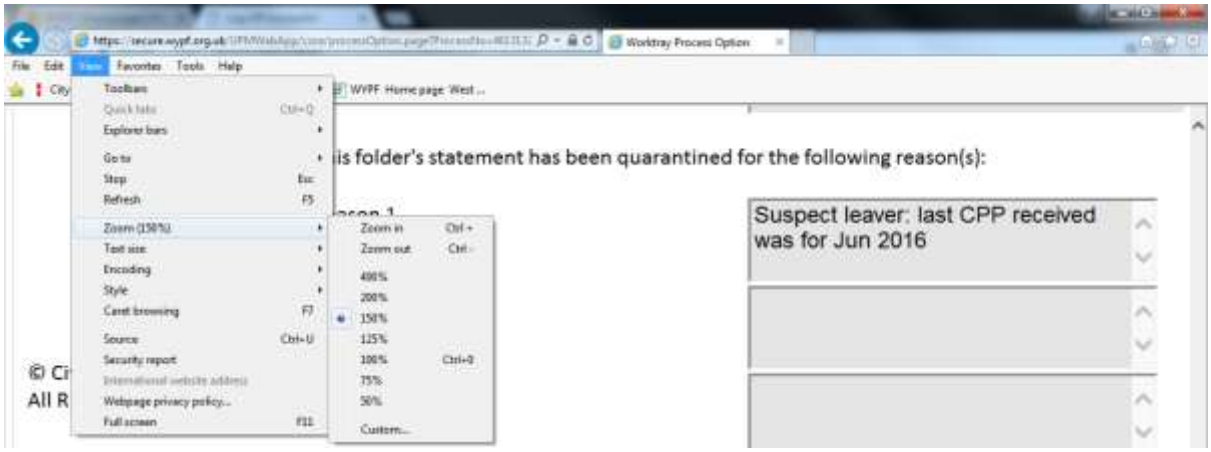
Depending on which browser you are using, will depend on how you access your settings. Please change your zoom settings to show 150%

Chrome

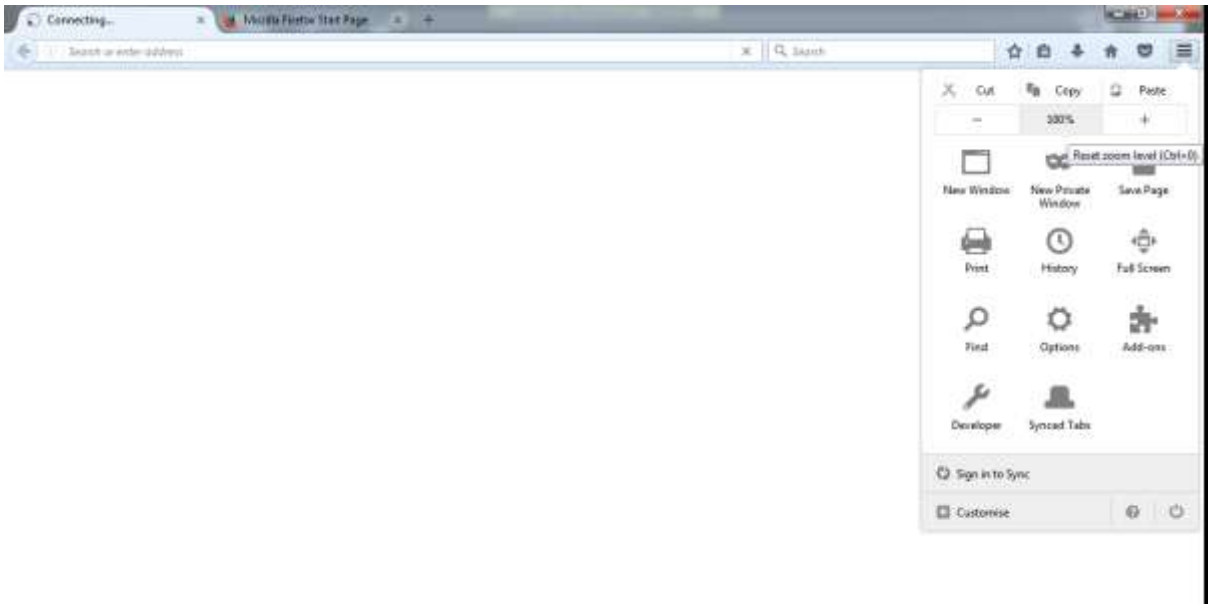


Internet Explorer





Firefox



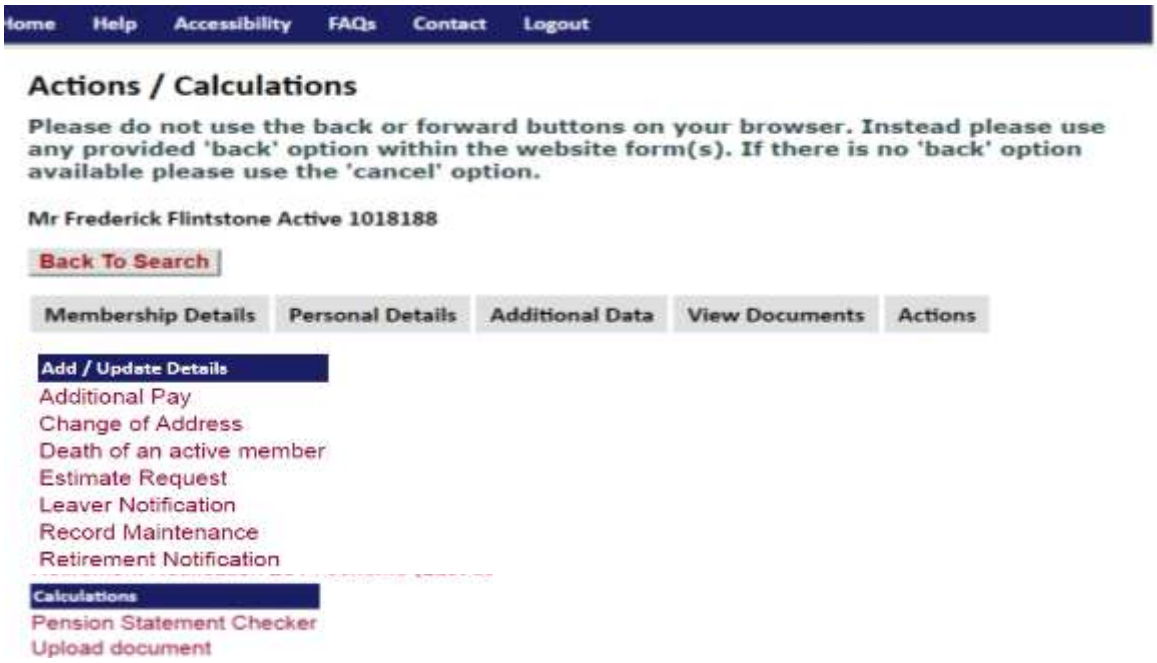
Worktray limits

The maximum number of items (processes) allowed in an individual worktray is set to 200

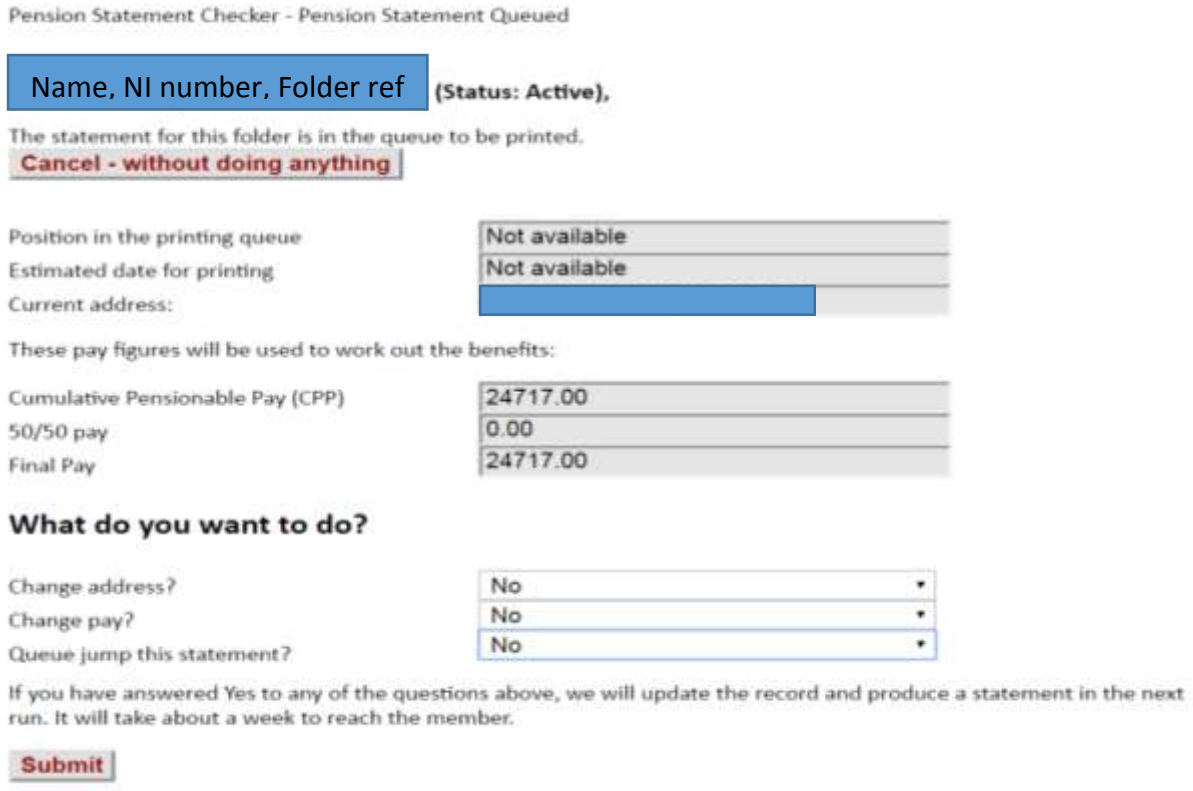
Pension Statement checker

The Pension Statement checker will tell you if a pension statement has been issued to the member or not.

You can find the Pension statement checker under the “Actions” tab within a member’s record.



Statement in the queue

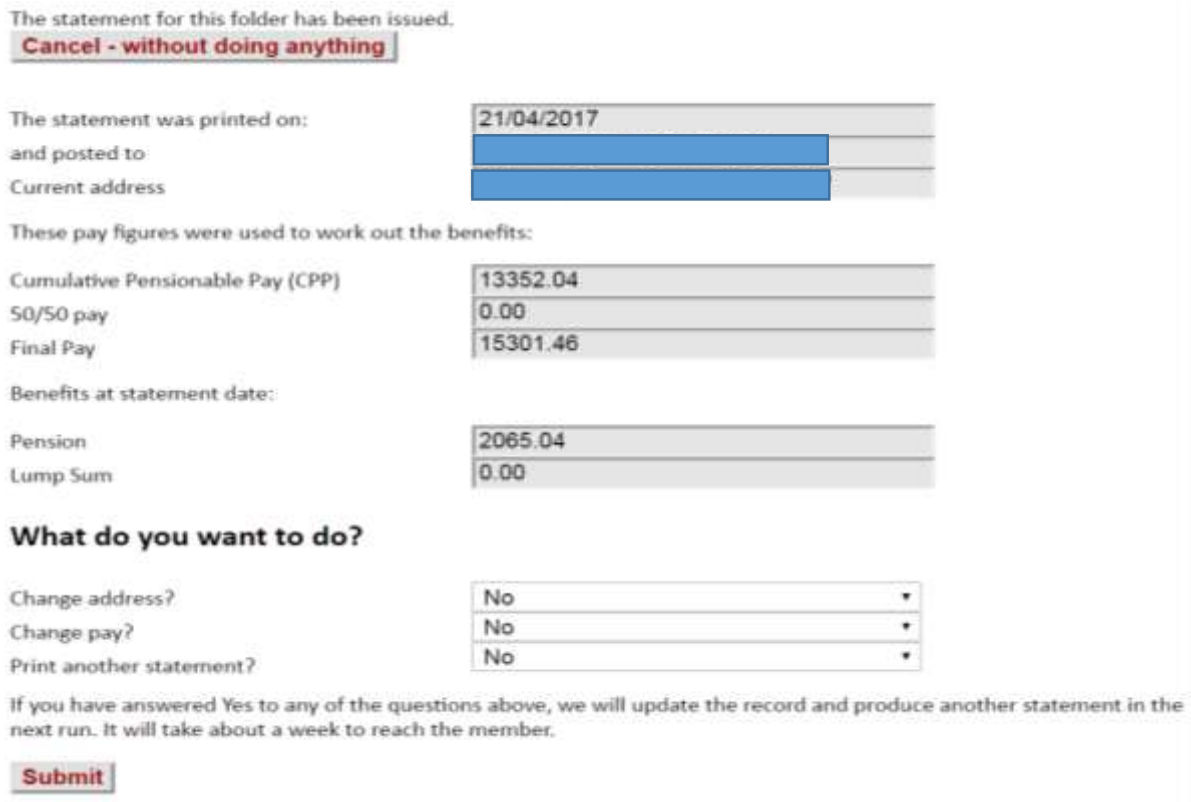


If the member has yet to have their pension statement printed, it will show you the position in the printing queue, the estimated date for printing and the current address we hold on our system.
It also shows you the pay information we are going to use when producing the statement.

The checker will allow you to:
Change the address
Change the pay
Queue jump the statement

Any of the above will result in a statement being produced and sent. If you have provided revised pay or changed the address, the statement will use the new information.

Statement already printed



If the member has had their pension statement printed, it will show you the date it was printed, the address the statement was sent to and the current address we hold on our system.

The checker will allow you to:
Change the address
Change the pay
Request a re-print

Any of the above will result in another statement being produced and sent. If you have provided revised pay or changed the address, the new statement will use this information.