

## Balancing / Reconciliation

➤ Open the schedule sent to Investments [LGPSContributions@leics.gov.uk](mailto:LGPSContributions@leics.gov.uk). Compare the following figures on the **i-Connect Report** and the **Monthly Contribution Schedule**:

**Column AM** PENSIONABLE PAY / APP

**Column AU** EMPLOYEE MAIN CONTRIBUTIONS

**Column AV** EMPLOYER CONTRIBUTIONS

**Column BH** EMPLOYEE 5050 CONTS

**Column BK** EE ADDITIONAL CONTS (POST-2014 ADDITIONAL CONTS)

**Column Y** EE ADDED YEARS / ARCS CONTS (PRE-2014 ADDITIONAL CONTS)

If there is a discrepancy, please contact us. Please provide clarification for the discrepancy, member details and a breakdown of figures for audit purposes

## Pre-upload Checks

**Dates** = Date format, no future dates, no old dates (prior to payroll move)

**Numbers** = 2 decimal places and no comma separator

➤ **NI numbers (A)**: Ensure all members have an entry

➤ **Payref 1 (B)**: Blank

➤ **Pay Ref 2 & 3 (C/D)**: Ensure all members have an entry. Also, check the Payref 3 entry is unique (for multiple post members)

➤ **Address Line 1/2 (E/F)**: Check for missing details

➤ **Address line 1 - 5 (E - I)**: Check for commas using the 'find' function

➤ **Post codes (J)**: Ensure all members have an entry

➤ **Email, Telephone, Mobile and Work info (K to U)**: Blank

➤ **DOL (V)**: Check for very old dates & dates in advance of the payroll period (future dates)

➤ **Payroll Date (W)**: This should be the end of the month and the same for all members

➤ **Additional conts 1 (X)**: AVC's as a YTD figure. Apply zero if figures are nil.  
• AVC amounts are not listed on the monthly schedule as paid to Prudential

➤ **Additional conts 2 (Y)**: ARC's / Added years as a YTD figure. This a pre-2014 additional contribution. Apply zero if figures are nil

EXCEL TIP:  
Highlight row A > Data > Filter

- Suspension Start/End dates (Z/AA) if applicable apply dates to the report

Alternatively,  
provide details  
via email

- This is for unpaid leave only. For example: A member started MAT/PAT leave and received full/reduced pay for 9 months, suspension dates are not required. If the member takes MAT/PAT leave for a further 3 months on unpaid leave the suspension dates would be required to reflect the 3-month period only
- Suspension dates are not required for sick leave.

- SMP Indicator (AC): Provide a reason for break if suspension dates are on the report  
A =Leave of absence, E =Education break, M =Parental break, S =Strike, U =Unauthorised
- Blank columns AB, AJ, AL & AN: no data required
- Gender (AF): Format is M or F, not Male or Female in full
- DOB (AG): Check these dates look reasonable. Must be under age 75.
- Marital Status (AH): Can be blank or use the format M, D, S, C, P, W
- Title (AI): Is in the format Mr, Mrs, Ms, Miss, Mx, Dr, Sir, Prof, Cllr or can be blank
- Taxable Earnings (AK) should be 0.00 for all members - no blank cells
- Pen pay (AM): Pensionable Pay / CARE pay / APP (period figure)
  - Ensure all members have a figure, this is for both main and 50/50 scheme members
  - If APP is applicable, apply this to the period and cumulative Pen Pay figure
- Date Joined Fund (AO): Ensure a DJF is extracted for new members only
  - Include dates for the current month and previous month
  - Remove very old dates or future dates
- Job Title (AP): Max character limit is 20.
- Hours (AQ - AT): These four columns should be blank
- Contribution rate (AW): Required for all members on the report, even with zero earnings
  - Ensure the rate is valid: 2.75% - 12.5% (no punctuation)
  - Check this is to two decimal places only
- Opt Out date (AX): If a member leaves the pension scheme apply an Opt Out date (AX)
- Opt In date: (AY): Blank. Only apply a date to Date Joined Pension Scheme (column AO)
- FTE (BB): Blank for months 1 - 11. **Apply to March report only**
- APC's (BK): Post-14 additional pension conts period figure
- YTD APCs (BG): Post-14 additional Conts YTS figure
- Shared Cost APC (BJ): ER conts for shared cost APC period figures
- YTD Shared Cost APC (BF): ER conts for shared cost APC YTD figures

**REMINDER!**  
**MARCH SUBMISSION MUST  
INCLUDE FTE FIGURES**

## 50/50 Scheme members

- **Figures required:** Check pay figures are extracted for 50/50 members:
  - Pen pay (AM)
  - Employer Contributions (AV)
  - 50/50 Cumulative Pen Pay (BA)
  - EE 50/50 Contributions (BH)
  - Cumulative EE's 50/50 Contributions (BI)
- **Zero figures required:** The main scheme columns must have zero's for 50/50 members
  - Employee Main Contributions (AU)
  - Main Cumulative Pen Pay (AZ)
  - Cumulative Employee Main Scheme Conts (BC)
- **Contribution rate (AW):** All 50/50 members must have a rate between 2.75% - 6.25%

## Cumulative Figures

It is the responsibility of the ER/payroll provider to ensure these YTD figures are correct:

- MAIN\_CUMULATIVE\_PEN\_PAY (AZ)
- CUMULATIVE\_EES\_MAIN\_CONTRIB (BC)
- CUMULATIVE\_ERS\_CONTRIB (BD)
- FIFTY\_CUMUL\_PEN\_PAY (BA)
- CUMUL\_EES\_5050\_CONTS (BI)

The cumulative Pen Pay figures are particularly important as these are used to calculate the pension accrued for the financial year.

- **Negative cumulative figures (AZ, BA, BC, BD, BG & BI)** Negative period figures will not post to the record. Make a note as these will be a validation error and will not post any data.  
Let us know of a **DOL (V)** or **Opt Out date (AX)** if applicable

## Assumed Pensionable Pay (APP)

Ensure the report holds APP where applicable. APP would need to be applied to the following columns to prevent the pension being negatively impacted.

- PENSIONABLE\_PAY / APP (AM)
- MAIN\_CUMULATIVE\_PEN\_PAY (AZ)
- FIFTY\_CUMUL\_PEN\_PAY (BA)

Pensions cannot monitor APP is correct. The responsibility is with the ER / Payroll provider.  
See our website for further APP details:

<https://www.leicestershire.gov.uk/jobs-and-volunteering/local-government-pensions/advice-for-employers/changes-in-circumstance-and-the-provision-of-data>

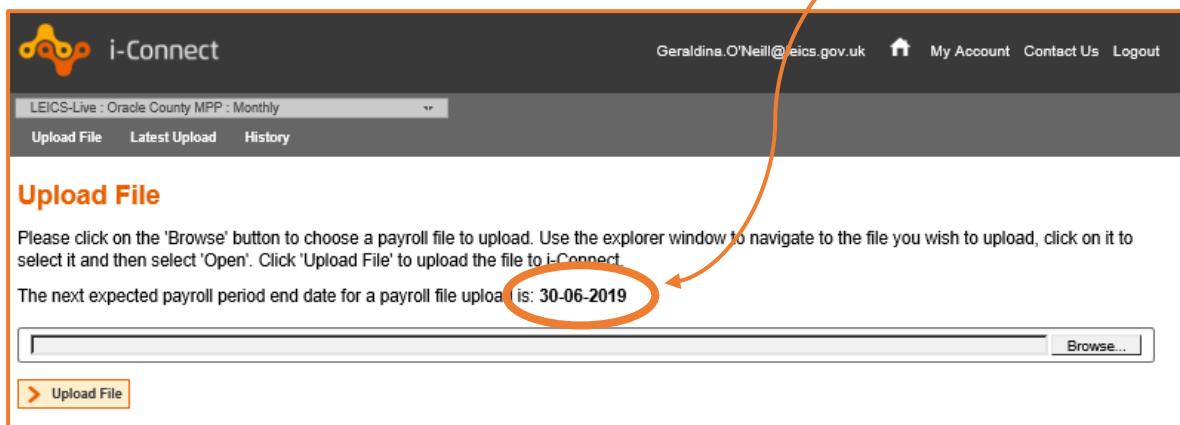
## Report Format

- Save as **CSV (Comma Delimited) (\*.csv)**

To prevent a file error: Highlight a few hundred lines below the last line of data, right click and delete. This will remove content in the background. Save and close the document

# Report Upload

- Log into iConnect: [https://app.i-connectdata.co.uk/web\\_front\\_end/](https://app.i-connectdata.co.uk/web_front_end/)
- Select **File Upload**. Ensure the next expected payroll period matches the report  
Click on **Browse** to find the CSV file and then **Upload File**



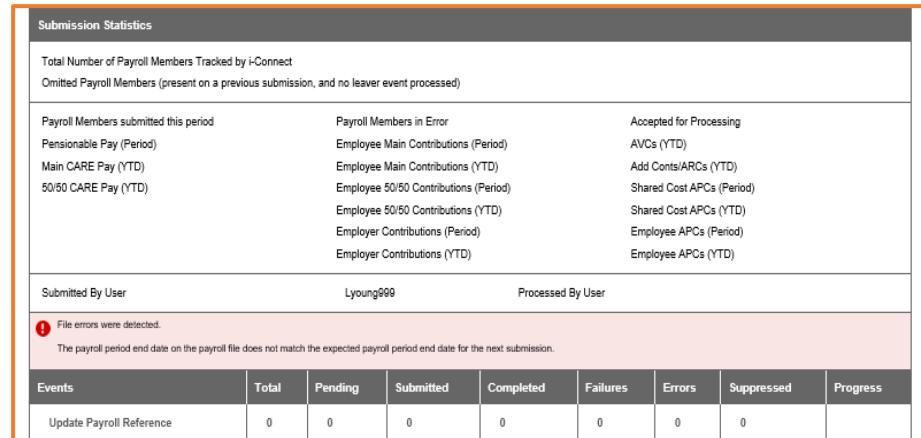
**Upload File**

Please click on the 'Browse' button to choose a payroll file to upload. Use the explorer window to navigate to the file you wish to upload, click on it to select it and then select 'Open'. Click 'Upload File' to upload the file to i-Connect.

The next expected payroll period end date for a payroll file upload is: **30-06-2019**

## File Errors

- **FILE ERROR:** If you get a pink bar with '**File error detected**' this means the report has been rejected at the first stage and you will need to amend the CSV file



Submission Statistics								
Total Number of Payroll Members Tracked by i-Connect Omitted Payroll Members (present on a previous submission, and no leaver event processed)								
Payroll Members submitted this period Pensionable Pay (Period) Main CARE Pay (YTD) 50/50 CARE Pay (YTD)								
Payroll Members in Error Employee Main Contributions (Period) Employee Main Contributions (YTD) Employee 50/50 Contributions (Period) Employee 50/50 Contributions (YTD) Employer Contributions (Period) Employer Contributions (YTD)	Accepted for Processing AVCs (YTD) Add Conts/ARCs (YTD) Shared Cost APCs (Period) Shared Cost APCs (YTD) Employee APCs (Period) Employee APCs (YTD)							
Submitted By User Lyoungh999	Processed By User							
<b>File errors were detected.</b> The payroll period end date on the payroll file does not match the expected payroll period end date for the next submission.								
Events	Total	Pending	Submitted	Completed	Failures	Errors	Suppressed	Progress
Update Payroll Reference	0	0	0	0	0	0	0	

- Open the CSV file and amend the error. The pink note may indicate what the error is and where it is. If you are unsure, please give us a call.
- Once amended, delete blank lines, save and close
- On the i-Connect screen, select 'Upload report' (top left) to resubmit the CSV file

## Member Employment Checking

This stage will appear if the i-Connect system needs to confirm a link from the report to a record. Select **View Next Conflict**

The top line is the information on the report and the bottom line is information on the record. Any matching info will be highlighted in green and any discrepancies highlighted in red. Make a note of the members queried and the action taken.

Select one of the following options:

- **Confirm Member Match:** Select if the details all match (and are green), confirm the link
- **This member is a new starter / has opted out of the pension scheme:** Select if the member does not have an active record due to being a new starter or having left

If it is not clear why this member has a conflict, it could be because we have done something to the record - please contact us. Any links made will post data without question and will not flag up as an error, so this needs to be correct

## Member Employment Checking

Below are the current statistics of the member employment checking process for this payroll.

Click 'View Next Conflict' to view the next member employment conflict to be resolved.

Total members on upload payroll file	11
Matched members on payroll file	10
Exact matches	9
New starters	1
Matched members in conflict	1
Number of conflicts resolved	0
Progress	<div style="width: 0%; height: 10px; background-color: #ccc;"></div>

[View Next Conflict](#)

[Cancel Employment Checking Process](#)

## Member Employment Checking

Below is a member located on the payroll file that could not be matched exactly to a member in the target system. Please select the member from the target system that matches this member or indicate that the potential match is either a new starter, multiple employment or has opted out of the scheme.

### Payroll Member

Payroll Reference	Ni Number	Surname	Date of Birth	Gender	Job Title	Status
9950001	AL000001A	Elizabeth	02-01-1961	Female		Active

### Target System Potential Matches

Mismatched data fields on the target system are highlighted in red.

Any potential matches that are greyed out have already been matched during this matching process. These can be matched to this member by clicking 'Undo / Match', which will undo the existing match to that member and create a new match to the payroll member on the screen.

Potential matches in differing locations cannot be selected and are displayed for information only.

Payroll Reference	Ni Number	Date of Birth	Gender	Surname	Forename	Ident1	Ident2	Ident3	Job Title	Scheme	Status
<input checked="" type="radio"/> 9950001	AL000001A	02-01-1961	Female	Elizabeth	Mathis	9950001			001	Active	

### Matching Progress:

0 / 1 member conflicts resolved

[Confirm Member Match](#) [This member is a new starter / has opted out of the pension scheme](#)

➤ The following page will be displayed when all employment checking conflicts have been resolved if any new starters have been detected. Click on the 'These members are new starters / have opted out of the pension scheme' button to continue.

## Member Employment Checking

! Member conflict resolved.

Below is a list of the members from the payroll file which could not be matched to any members on the target system. Please confirm that these members are new starters or are opted out of the scheme.

Total Number of New Starters : 1

Payroll Reference	Ni Number	Surname	Date of Birth	Gender
9950011	AL000011A	Wake	11-01-1961	Female

[These members are new starters / have opted out of the pension scheme](#)

➤ An updated member employment results page will be displayed

- At this stage you can cancel or reset the member matching
- If you are happy with the member matching, click on "Confirm Employment Checking Complete". You will still be able to cancel the upload if needed

## Member Employment Checking

Below are the current statistics of the member employment checking process for this payroll.

Total members on upload payroll file	11
Matched members on payroll file	10
Exact matches	9
New starters	1
Matched members in conflict	1
Number of conflicts resolved	1
Progress	<div style="width: 100%; height: 10px; background-color: #00A000;"></div>

[Confirm Employment Checking Complete](#)

[Reset All Conflicts For Submission](#)

[Cancel Employment Checking Process](#)

# Validation Errors & Tolerance Failure

The next screen will show the 'Latest upload' data and the status is pending.

The Validation Errors and Tolerance Failures will need looking at first (in the yellow bar)

**Validation Errors:** This page will need checking each month and errors investigated.

Members with Validation Errors will not post any data from the report

Validation Errors				
Member Validation Errors				
Please note that <b>all</b> i-Connect event processing will be cancelled for members who appear on the list below (* denotes <b>unique</b> records only).				
Existing Member Validation Errors 2 *				
Line Number	Payroll Reference	NI Number	Error Message	New Starter or Existing Member
13	9950015	AL000015A	<i>Date Joined Fund</i> is missing <i>Gross Earnings</i> is missing	New Starter
4	9950003	AL000003A	<i>Pay Period Employee Main Contribution</i> is missing	Existing Member
5	9950004	AL000004A	<i>Pay Period Employee Main Contribution</i> is missing	Existing Member
New Starter Validation Errors 1 *				

If the member is active this must be resolved to allow data to post to the record.

Date Joined Fund is missing: This could mean a DJF is missing for a new starter. If so, cancel the upload, add the start date to the CSV file and resubmit the report.

Alternatively, the post has ended and the system cannot find an active record to link with. If so, allow the data to error for total figures will balance with amounts paid over.

If arrears or a backdated pay award has gone through for a leaver, allow them to remain on the report for figures to balance and also allow them to have a validation error. Send the line of data or whole report to pensions so the record can be updated with figures if needed.

The other possibility is that the key data does not match, sometimes due to a payref / NI amendment or change in surname. If this is the case let us know the correct details for us to amend the record, then cancel the submission and resubmit.

To resubmit the report go to the main page, select **Cancel Upload** and amend the report. If you have a validation error, email the reason for this to [iconnect@leics.gov.uk](mailto:iconnect@leics.gov.uk)

**Tolerance Failure:** This will flag up total increase/decrease in figures of more than 20%

Tolerance Failures				
Tolerance Failures				
This submission compared with previous submission				
Tolerance				
Tolerance	Tolerance Amount	Previous Submission Total	Total This Submission	Difference
Employee Contributions	10%	£3,001.91	£3,351.25	12%
Other tolerance checks				

This is a good way to spot big issues with data extracted. Or if an issue has been spotted to resubmit the report go to the main page, select **Cancel Upload** and upload the amended report.

Assess details can show as updated but this can relate to upper or lower case changes. If figures are reasonable e.g. backdated pay arrears, that's fine. If you have a tolerance failure, email the reason for this and provide details to [iconnect@leics.gov.uk](mailto:iconnect@leics.gov.uk)

## Omitted Members

Go back to the main screen by clicking on the home icon

The Omitted member list will need looking at next (in the yellow bar)

Submission Statistics								
Total Number of Payroll Members Tracked by i-Connect				1,470				
<span style="color: orange;">!</span> Omitted Payroll Members (present on a previous submission, and no leaver event processed)				87				
Payroll Members submitted this period	1,409	Payroll Members in Error	26	Accepted for Processing			1,383	
Pensionable Pay (Period)	£1,308,287.74	Employee Main Contributions (Period)	£76,735.99	AVCs (YTD)			£8,195.22	
Main CARE Pay (YTD)	£7,017,805.53	Employee Main Contributions (YTD)	£415,380.78	Add Conts/ARCs (YTD)			£0.00	
50/50 CARE Pay (YTD)	£8,071.82	Employee 50/50 Contributions (Period)	£38.04	Shared Cost APCs (Period)			£0.00	
		Employee 50/50 Contributions (YTD)	£221.96	Shared Cost APCs (YTD)			£0.00	
		Employer Contributions (Period)	£318,900.90	Employee APCs (Period)			£488.29	
		Employer Contributions (YTD)	£1,896,223.93	Employee APCs (YTD)			£2,878.22	
Submitted By User		GParry123		Processed By User				
<span style="color: orange;">!</span> 2 tolerance failures and validation errors for 26 member(s) detected for this submission. Click here to view the failures and errors.								
Events	Total	Pending	Submitted	Completed	Failures	Errors	Suppressed	Progress
New Starter	84	84	0	0	0	0	0	<div style="width: 100%;"></div>
Opt In	0	0	0	0	0	0	0	<div style="width: 100%;"></div>
Salary	1,207	1,207	0	0	0	0	0	<div style="width: 100%;"></div>

Omitted members are employees who do not appear on the payroll extract file each payroll period e.g. casual employees who are not always included on the report or members who have left. You can delete members from list at this point if applicable.

<b>Omitted Members</b>			
Members from previous submissions that have been omitted are described below.			
Please select those Members that you wish to permanently delete from the payroll.			
NI Number	Payroll Reference	Last Active Period*	Delete?
AL000001A	9950001	31-07-2018	<input type="checkbox"/>
AL000002A	9950002	31-07-2018	<input type="checkbox"/>

**> Delete**

- **Delete from the list:** Delete members if they have left the post e.g. the January report has been uploaded and the member left in December – delete as they will not appear on a report in the same post.

If an NI number or payref has been updated, the old details will appear as omitted. The old details can be deleted as the new details will appear on the report going forward

- **Remain on list:** Allow to remain if the member is active in the scheme e.g casual or has not appeared on the report.

If the member has not left yet, allow to remain e.g. the January report has been uploaded and the member left in March - do not delete if they will appear on a report in the same post.

- Should any leavers appear as an omitted member, ensure a date of leaving has been provided via i-Connect. If a date of leaving was not on a report or errored, **let Pensions know the date of leaving**. If you are unsure, please contact us to check.

If the member had a validation error, they will appear on the omitted list. If the member is active, allow to remain on the list. If the member is inactive, delete from the list.

Please note: The omitted members will roll-over from one month to the next if allowed to remain on the list.

Large numbers of omitted member can indicate something is wrong with the report. If you are unsure please contact us at [iconnect@leics.gov.uk](mailto:iconnect@leics.gov.uk)

## Figures balance and ER rate check

When you have dealt with omitted members, validation errors and tolerance failures, make sure you are happy the period figures match the schedule amounts paid over and the cumulative figures are as expected. You can still cancel the submission at this stage.

Pensionable Pay (Period)	£514,872.24	Employee Main Contributions	£33,859.07
Main CARE Pay (YTD)	£3,014,020.34	Employee 50/50 Contributions	£118.41
50/50 CARE Pay (YTD)	£29,893.05	Employer Contributions	£105,818.14
		Add Conts/ARCs	£0.00
		Shared Cost APCs	£0.00
		Employee APCs	£0.00
		Secondary Contributions	£36,916.66
Employer Overall Contribution Rate (Period)		Expected Employer Contributions (Period)	£109,667.79
<a href="#">View schedule of rates</a>		Difference <span style="color: red;">i</span>	<span style="color: red;">-£3,849.65</span>
			<b>Total Payments Due (Period)</b> <span style="float: right;">£176,712.28</span>

There may be a difference in expected ER Contributions due to the total ER contributions, total pension pay and ER contribution rate, see figures below:

$$(\text{£105,818.14} / \text{£514,872.24}) \times 100 = 20.6\% \text{ overall ER rate used instead of } 21.3\%$$

Provide details of who the discrepancy relates to (payref/s), the amount/s and if an adjustment will be made, e.g. Expected ER discrepancy -£3,849.64 due to missing ER contributions for X, an adjustment of X amounts will be carried out in Nov-24.

Remittance Confirmation
X

**Please confirm payment amount for this period**

Period End Date	Total Payments Due (Period)
30-09-2024	£176,712.28

\*Total Payments to be made £ 176,712.28

Please include a short explanation for the difference, if applicable. Expected ER discrepancy -£3,849.65 due to missing ER contributions for X, an adjustment will be carried out in Nov-24.

I confirm that the figures supplied are an accurate record of the amounts calculated from the payroll and will be paid to Leicestershire Pension Fund and AVC providers as appropriate.

Proceed
Back

Enter the total payments made, reasons for difference if applicable and click proceed.

# Upload Data



When you are happy with everything, click **Proceed** (no going back!)

If there are any validation errors or tolerance failures i-Connect will ask you to contact your admin authority, please email [iconnect@leics.gov.uk](mailto:iconnect@leics.gov.uk) with details / figures where needed.

- Once any errors or failures have been clarified and the submission is pushed forward the status will change to **Submitted** and bars of progress will show the data is posting to the records.
- When the data has posted, the bars will be full and the status will change to Complete

Submission Type	Status
Payroll Upload	Complete

## Suppressed Events

Next: Check all suppressed events and error events – this is where data was submitted but has not posted and must be investigated

Certain data has not posted to the record. Click on the number to investigate

Events	Total	Pending	Submitted	Completed	Failures	Errors	Suppressed	Progress
New Starter	8	0	0	8	0	0	0	<div style="width: 100%;"><div style="width: 100%;"></div></div>
Member Address Update	16	0	0	16	0	0	0	<div style="width: 100%;"><div style="width: 100%;"></div></div>
Contributions	499	0	0	491	0	3	5	<div style="width: 100%;"><div style="width: 98%; background-color: red;"></div></div>
Salary	499	0	0	494	0	0	5	<div style="width: 100%;"><div style="width: 98%;"></div></div>
Member Details Update	15	0	0	15	0	0	0	<div style="width: 100%;"><div style="width: 100%;"></div></div>
Service	0	0	0	0	0	0	0	
Opt In	0	0	0	0	0	0	0	
Opt Out	0	0	0	0	0	0	0	
Leaver	4	0	0	1	0	0	3	<div style="width: 100%;"><div style="width: 25%;"></div></div>
Leaver Absence	0	0	0	0	0	0	0	
Re-enrolment	0	0	0	0	0	0	0	
Works Address Update	0	0	0	0	0	0	0	
Additional Contributions	0	0	0	0	0	0	0	
CARE Pay	407	0	0	405	0	0	2	<div style="width: 100%;"><div style="width: 99%;"></div></div>

- Usually these will be inactive records, in which case no further action is required
- If you come across an active member, please investigate / let the Pension Section know. The link may have broken in the background and until the records are re-linked these members will continue to error and data will not be posted
- Flexible Retirments – The member will most likely error on the last few months of reports, as the pension record will most often have changed to an inactive pensioner record.

If the member re-joins the scheme we do not want the line of data to link to the new record as the YTD figure will hold amounts from April in error. We want these to error each month and have correct YTD figures be provided at Year End.

- If a Pen3 has been provided we already hold the pay figures, no further action is needed.
- If a member has a suppressed event the period data will be posted to a task on the record, so lines of data are not required in these cases.

## Error Events

These will have a red bar and most often needs to be provided as feedback to Pensions; send the line of data via email [iconnect@leics.gov.uk](mailto:iconnect@leics.gov.uk) and provide details regarding the event.

Events	Total	Pending	Submitted	Completed	Failures	Errors	Suppressed	Progress
New Starter	8	0	0	8	0	0	0	<div style="width: 100%; background-color: #28a745;"></div>
Member Address Update	16	0	0	16	0	0	0	<div style="width: 100%; background-color: #28a745;"></div>
Contributions	499	0	0	491	0	3	5	<div style="width: 92%; background-color: #dc3545;"></div>
Salary	499	0	0	494	0	0	5	<div style="width: 98%; background-color: #28a745;"></div>
Member Details Update	15	0	0	15	0	0	0	<div style="width: 100%; background-color: #28a745;"></div>
Service	0	0	0	0	0	0	0	<div style="width: 0%; background-color: #6c757d;"></div>
Opt In	0	0	0	0	0	0	0	<div style="width: 0%; background-color: #6c757d;"></div>
Opt Out	0	0	0	0	0	0	0	<div style="width: 0%; background-color: #6c757d;"></div>
Leaver	4	0	0	1	0	0	3	<div style="width: 25%; background-color: #28a745;"></div>
Leaver Absence	0	0	0	0	0	0	0	<div style="width: 0%; background-color: #6c757d;"></div>
Re-enrolment	0	0	0	0	0	0	0	<div style="width: 0%; background-color: #6c757d;"></div>
Works Address Update	0	0	0	0	0	0	0	<div style="width: 0%; background-color: #6c757d;"></div>
Additional Contributions	0	0	0	0	0	0	0	<div style="width: 0%; background-color: #6c757d;"></div>
CARE Pay	407	0	0	405	0	0	2	<div style="width: 98%; background-color: #28a745;"></div>

## Run a report (optional)

**Payroll Dashboard**



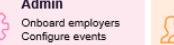
**File Upload**  
Upload & view submissions



**Employer**  
Manage employers and payrolls



**Reports**  
Generate and view reports



**Admin**  
Onboard employers  
Configure events  
Manage workflows



**Users**  
Manage users and permissions



**History**  
View submission history

Click on the home icon. Select **Reports**, then **Auto Generates reports**. This will show PDF documents generates with each upload.

## Feedback to Pension Section

- If applicable, send feedback or queries to LCC Pension Section, see contact details below. Common feedback includes:
  - Reason for schedule discrepancy or ER rate discrepancy / adjustment required
  - If an active member has a suppressed event or error event, provide their line of data
  - If an active or inactive member has an error event, provide their line of data
- Active member/s moving  
If you are aware of active members moving employers e.g. Multi Academt Trust change, TUPE or a payroll move - flag it up with Pensions! We may not be aware of the move and will need to request information to make the first upload go smoothly.
- New processor?  
Upload process passed to a colleague  
If you are in the process of training/handing over the upload process, please let us know. We will need to update our main contact information, delete your login account and create a new account for the person taking over (for accountability reasons).

### Need assistance?

Feel free to contact us if you get stuck or have any questions:

[iconnect@leics.gov.uk](mailto:iconnect@leics.gov.uk)

If you have any general pension queries, please send to:

[Pensions@leics.gov.uk](mailto:Pensions@leics.gov.uk)

or call 0116 305 7886