

Gateway

Common errors and warnings guide



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Introduction

This guide assumes that all the schemes Gateway handles are either voluntary or auto enrolment. If it's an auto enrolment scheme, the payroll software being used should handle the assessment of employees in line with workplace pension legislation.

Our guide is designed for different clients and different systems, so not all errors will apply to every situation. We update this guide periodically to ensure it remains accurate.

We've taken all screen shots from a Google Chrome browser. We recommend you use Google Chrome when you're running Gateway.

Our NOW: Pensions Gateway gives you a simple interface to manage pension submissions for your employees.

Accurate data is key to ensuring employees get:

- the correct auto enrolment outcomes
- accurate contributions
- relevant communications.

Gateway is designed to help you ensure the data is correct before you import it. **Once data is committed to the database it can't be changed.**

There are clear error messages and warnings which alert you to any potential problems. This guide provides additional information on the errors and warnings that you may see and how to resolve them.

Please contact Client Support if you need to make corrections to employee contribution figures that have already been submitted.

Dealing with file structure errors

The data file your payroll system produces must be a CSV file, including all 36 columns set out under 'What should the pension data file contain?' in our 'Guide to generic input files'. You can find this guide in our online help centre at nowpensions.com.

If the structure of the file doesn't meet the requirements, or certain key fields are blank or have incorrect information, you will see error messages.

When you upload the file, the first level of validation in Gateway will check the following.

1. **Is the file in a CSV format?**
2. **Does the file contain all 36 columns?**
3. **Are you uploading a file for the correct pay period? (Pay periods must be submitted in sequential order.)**
4. **Have you included the correct ER code and pay code?**

If the file upload fails the first level of validation, you'll see the following screen. In the example below the incorrect pay code is being uploaded. (Reasons for the error being highlighted will vary, depending on the reason for the upload failure.)

The screenshot shows the NOW: Pensions Gateway interface. At the top, there is a navigation bar with the logo, 'Home', 'Employees', 'Notifications', 'HELP CENTRE', and 'Administrator'. Below the navigation bar, the breadcrumb 'SampleJlt > MONE' is visible. A support contact line reads 'For support please call 0330 100 3336 or e-mail clientsupport@nowpensions.com'. The main heading is 'monthly payroll (P001)'. A progress bar shows four steps: 1. Download the pension update file (completed), 2. Upload the pension data file (current step), 3. View upload details, and 4. Confirm pension data to be imported. Below the progress bar, the section 'Upload the pension data file' contains a 'File check - expected values' list: Pension data file type .csv (pass), Pension data file format (fail), ER code F1BP (pass), Pay code P001 (fail), and Pay frequency monthly (pass). A 'File rejected' error box is displayed, stating: 'We are unable to process your Pension Data file as it contains the following unexpected Pay codes: P002'. A button labeled 'Cancel and upload a new file' is located at the bottom of the error box.

The table below confirms the error messages that can be displayed and how to resolve them.

Error message	Action required
We are unable to process your pension data file as it contains the following unexpected ER codes: {0} - displays each unexpected ER code	The employer (ER) codes must be correct. Please check that all ER codes are correct before attempting to upload the file again. You can find the ER codes on your Gateway employer settings page.
We are unable to process your pension data file as it contains the following invalid pay codes: {0} - displays each unexpected pay code	The pay codes must be correct. Please check that all pay codes are correct before attempting to upload the file again. You can find the pay codes on your Gateway employer settings page.
We are unable to process your pension data file as there are one or more blank rows.	The pension data file must not contain any blank rows. Please remove any blank rows, save your changes and upload the file again.
We are unable to process your pension data file due to it being in an invalid format. Please ensure the file format is .csv .	The pension data file must be in a CSV format (comma delimited). Please save the file in the correct format and upload the file again.
We are unable to process your pension data file as it does not contain any information. Please upload a different file.	The pension data file must not be empty. If there are no contributions to submit, you may need to upload a null submission. Please refer to page 17 of the 'Gateway employer user guide' for more information.
We are unable to process your pension data file. The payment frequency is {1} we are expecting {0}. N.B. 0 and 1 will be replaced by real data in the actual error message.	The pension data must be for the correct payment frequency. Please check the payment frequency in the file to ensure it is correct for all employees.
We are unable to process your pension data file. The payment period is {1} we are expecting {0}. N.B. 0 and 1 will be replaced by real data in the actual error message.	The pension data file must be for the correct pay period. Please check the pay period and pay period start dates in the pension data file you're trying to upload. Pension data files must be loaded in sequential order: pay period 5, then 6, then 7, and so on. If the files aren't loaded in the correct order they'll be rejected, and you'll either have to amend the dates in the file you're trying to upload or edit the payroll schedule in Gateway.

Error message	Action required
<p>Sorry, we are still processing your last pension data file, please bear with us and we will be ready for more files shortly. Thank you for your patience.</p>	<p>Only one pension data file can be loaded at a time. Please wait until the first file has been uploaded before attempting to upload the second, and so on.</p>
<p>We are unable to process your pension data file as the following headings are missing: {0}. Please add the missing column(s) to the file. <i>N.B. 0 will be replaced by real data in the actual error message.</i></p>	<p>The pension data file must contain the expected column headings. Please refer to our 'Guide to generic input files' for more information on the 36 columns the file needs to contain.</p>
<p>We are unable to process your pension data file as the following are not valid column headers: {0}. Please ensure the correct column headers {1} are included. <i>N.B. 0 and 1 will be replaced by real data in the actual error message.</i></p>	<p>The pension data file must contain the correct column headings. Please refer to our 'Guide to generic input files' for more information on the 36 columns the file needs to contain.</p>

Dealing with file content errors

Gateway's second level of validation will check the data in the file being uploaded. The results will be split into errors (dealt with in this section) and warnings (dealt with in the next section).

Error messages are displayed in purple. You won't be able to submit the pension data file until you've resolved all the errors.

The screenshot below is an example of the page that would be displayed if a file with errors was uploaded.

Samplejlt > MONE For support please call 0330 100 3336 or e-mail clientsupport@nowpensions.com.

monthly payroll (P001) - pay period 1

Download the pension update file Upload the pension data file View upload details Confirm pension data to be imported

Upload the pension data file

File check – expected values

- ✔ Pension data file type .csv
- ✔ Pension data file format
- ✔ ER code F1BP
- ✔ Pay code P001
- ✔ Pay period 1
- ✔ Pay frequency monthly
- ✔ Pay period dates 1 Jan - 31 Jan
- ⚠ 2 errors

Pension data file uploaded

You have uploaded the correct file but the file contains 2 errors. You'll need to correct these errors in your payroll system before uploading a revised pension data file. Click on View upload details to see a list of the errors.

[View upload details](#) [Cancel and upload corrected file](#)

Immediately there is a warning showing you there's something wrong with the file. To view the errors, click on the **View upload details** button.

The example below shows two error messages stating that the first line of the address, and the assessment category, are missing for this employee.

The correct process is to **Cancel and upload a new file.**

As well as updating your payroll data files, you may need to resolve errors in your front-end systems and payroll system so you don't repeat the errors when you produce files for future pay periods.

Upload Results

Home > Payrolls > Sample|t > Upload Results

monthly payroll (P001)

✔
Download

✔
Upload

3
Review

4
Confirm pension data to be imported

Download Results

⚠ Number of Errors : 1
Please correct all errors in your payroll system before uploading a new payroll file

⚠ Number of Warnings : 1
Please review warning messages to check whether any actions are required

ℹ Number of Matching Queries Identified : 0

Row	First name	Last name	National Insurance Number	Date of birth	Payroll number	Pay code	Start date	Employee contributions	Employer contributions
2	John	Doe		01 Apr 1980	123456	P001	01 Jan 2021		

⚠ ADDRESS 1 "": ADDRESS 1 is a mandatory field and must not be left blank

⚠ ASSESSMENT "": ASSESSMENT is a mandatory field and must not be left blank

Error message	Action required
Forename 1	
Forename 1 is a mandatory field and must not be left blank	Please ensure the employee's forename 1 is populated in your pension data file.
Forename 1 must not exceed 40 characters	Please ensure the employee's forename 1 does not exceed 40 characters.
Forename 1 contains invalid characters	Please ensure the employee's forename 1 only contains letters, spaces, hyphens, or apostrophes.

Forename 2	
Forename 2 must not exceed 40 characters	Please ensure the employee's forename 2 does not exceed 40 characters.
Forename 2 contains invalid characters	Please ensure the employee's forename 2 only contains letters, spaces, hyphens, or apostrophes.

Surname	
Surname is a mandatory field and must not be left blank	Please ensure the employee's surname is populated in your pension data file.
Surname must not exceed 40 characters	Please ensure the employee's surname does not exceed 40 characters.
Surname contains invalid characters	Please ensure the employee's surname only contains letters, spaces, hyphens, or apostrophes.

NINO (National Insurance number)	
Temporary NINO supplied, leave blank if not known	Please provide the employee's National Insurance number. If you don't know the National Insurance number, please leave the field blank.
Duplicate National Insurance number detected for employees (xxx)	Please check the National Insurance numbers provided and amend where necessary. Every employee should have a unique National Insurance number.
NINO is not valid	Please ensure the employee's National Insurance number is in the correct format – AA000000A (where A represents a letter, 0 represents a number). The last letter must be A, B, C or D.

STARTDATE	
STARTDATE is a mandatory field and must not be left blank	Please ensure the employee's employment start date is populated in your pension data file.
STARTDATE in invalid format	Please ensure the employee's employment start date is in the correct format. Any of the following options are valid: <ul style="list-style-type: none"> • dd/mm/yyyy • d.m.y • dd/mm/yy • dd.mm.yy • yyyy-mm-dd • dd mmm yyyy • dd mmmm yyyy • dd-mmmm-yyyy
STARTDATE of employment is after the end date of the current pay period	Please amend or remove the employee's employment start date. Employees should only be included in the pension data file once their employment has started.
STARTDATE must not be more than 74 years earlier than the current date	Please ensure the employee's employment start date is not more than 74 years in the past from today's date.
STARTDATE must be a valid calendar date	Please ensure the employee's employment start date is a valid calendar date.
STARTDATE is a mandatory field and must not be left blank	Please ensure the employee's employment start date is populated in your pension data file.

Title	
Title is a mandatory field and must not be left blank	Please ensure the employee's title is populated in your pension data file.
Title contains invalid character(s)	Please provide a valid title for the employee. Appendix 1 of our 'Guide to generic input files' has a list of acceptable titles.

DOB (date of birth)	
DOB is a mandatory field and must not be left blank	Please ensure the employee's date of birth is populated in your pension data file.
DOB in invalid format	Please ensure the employee's date of birth is in the correct format. Any of the following options are permissible: <ul style="list-style-type: none"> • dd/mm/yyyy • d.m.y • dd/mm/yy • dd.mm.yy • yyyy-mm-dd • dd mmm yyyy • dd mmmm yyyy • dd-mmmm-yyyy
Employee DOB is in the future	Please ensure the employee's date of birth isn't in the future.
Employee is aged 90 or over and exceeds maximum permitted by Scheme	Please ensure the employee's date of birth is correct, as employees aged 90 or over aren't permitted to be members of the Scheme.
DOB cannot be on or after ENROL DATE	Please ensure the employee's date of birth is not on or after their enrolment date.
DOB cannot be on or after EXIT DATE	Please ensure the employee's date of birth is not on or after their exit date.

SEX	
SEX is a mandatory field and must not be left blank	Please ensure the employee's gender is populated in your pension data file.
SEX must be either M or F	Please ensure that the employee's gender is either 'M' or 'F'. Gateway will also accept 'Male' or 'Female'.

PAYROLLNO	
PAYROLLNO is a mandatory field and must not be left blank	Please ensure the employee's payroll number is populated in your pension data file.
Duplicate PAYROLLNO with the same PAY CODE and ER CODE	Please check the payroll numbers and amend where necessary. An employee's payroll number should be unique to each payroll code – for example, you can't have two employees using payroll number 1 under the same pay code.
PAYROLLNO must not exceed 25 characters	Please ensure the employee's payroll number doesn't exceed 25 characters.

PAYSTART	
PAYSTART is a mandatory field and must not be left blank	Please ensure the pay period start date is populated in your pension data file.
PAYSTART in invalid format	Please ensure the pay period start date is in the correct format. Any of the following options are valid: <ul style="list-style-type: none"> • dd/mm/yyyy • d.m.y • dd/mm/yy • dd.mm.yy • yyyy-mm-dd • dd mmm yyyy • dd mmmm yyyy • dd-mmmm-yyyy
PAYSTART <DD/MM/YYYY>: Bad PAYSTART in upload: Expected <DD/MM/YYYY> but found <DD/MM/YYYY>	Please check the pay period start date in the pension data file against the pay period start date in the Gateway payroll schedule, and ensure the dates for the relevant pay period match. If the dates don't match please amend the dates so that they do match. Please note that payroll files need to be uploaded in sequential order, and you should be processing a file for every pay period.
PAYSTART should be the same for all rows in a given PAY CODE and ER CODE	Please ensure the same pay period start date is being used for all employees in your pension data file.
PAYSTART must be a valid calendar date	Please ensure the pay period start date is a valid calendar date.
PAYSTART cannot be more than one calendar month in the future	Please ensure the pay period start date is not more than one month in the future from today's date.

PAYPERIOD	
PAYPERIOD is a mandatory field and must not be left blank	Please ensure the pay period is populated in your pension data file.
PAYPERIOD must be numeric	Please ensure the pay period only contains numbers.
PAYPERIOD must not exceed 2 digits	Please ensure the pay period in the file doesn't exceed two digits.
PAYPERIOD should be the same for all rows in a given PAY CODE and ER CODE	Please ensure the same pay period is being used for all employees in your data file.

PAYREQ	
PAYREQ is a mandatory field and must not be left blank	Please ensure the pay frequency is populated in your pension data file.
Invalid payment frequency	<p>Please ensure the payment frequency is one of the options below:</p> <ul style="list-style-type: none"> • Weekly • Fortnightly • Four weekly • 4 weekly • Monthly • Quarterly • Four Four Five • 4 4 5
PAYREQ should be the same for all rows in a given PAY CODE and ER CODE	Please ensure the pay frequency is correct, and is the same for all employees. It should match the frequency assigned to the pay code you're uploading a file for.

ENROL DATE (enrolment date)	
ENROL DATE in invalid format	<p>Please ensure the employee's enrolment date is in the correct format. Any of the following options are valid:</p> <ul style="list-style-type: none"> • dd/mm/yyyy • d.m.y • dd/mm/yy • dd.mm.yy • yyyy-mm-dd • dd mmm yyyy • dd mmmm yyyy • dd-mmmm-yyyy
ENROL DATE should not be before STARTDATE	<p>Please amend the employee's enrolment date so it is after their employment start date, as an employee can't be enrolled into a pension scheme before they start employment.</p>
ENROL DATE should be before EXIT DATE	<p>Please remove the employee's enrolment date or amend it so that it is before the employee's exit date, as an employee should not be enrolled once they have left employment.</p>
ENROL DATE and OPTOUT should not be provided together for the first time	<p>Please remove the opt-out date if the employee has been enrolled. They will then be given opt-out rights. Employees can't opt out until they've been enrolled, and they can only opt out through NOW: Pensions.</p>
ENROL DATE must be a valid calendar date	<p>Please ensure the employee's enrolment date is a valid calendar date.</p>
ENROL DATE must not be more than one calendar month in the future	<p>Please ensure the employee's enrolment date is not more than one month in the future from today's date.</p>
Contributions for member who has not been enrolled	<p>Contributions cannot be submitted for an employee until they have been enrolled. If contributions have been deducted please ensure that an enrolment date is provided in the pension data file.</p>
Employee has been assessed as a Worker and an ENROL DATE has been provided	<p>Please ensure the employee's enrolment date is removed, as any employee assessed as a 'Worker' isn't eligible for auto enrolment.</p> <p>Please update the employee's assessment category if they have been assessed incorrectly.</p>

POSTPONEMENT DATE	
POSTPONEMENT DATE in invalid format	Please ensure the employee's postponement date is in the correct format. Any of the following options are valid: <ul style="list-style-type: none"> • dd/mm/yyyy • d.m.y • dd/mm/yy • dd.mm.yy • yyyy-mm-dd • dd mmm yyyy • dd mmmm yyyy • dd-mmmm-yyyy
POSTPONEMENT DATE should not be before STARTDATE	Please ensure the employee's postponement date is after their employment start date, or remove the postponement date from your pension data file.
POSTPONEMENT DATE should not be after ENROL DATE, remove postponement date if enrolled	Please remove the employee's postponement date if the enrolment date is correct. An employee cannot be postponed if they have been enrolled.
Employee has been assessed as a Worker and a POSTPONEMENT DATE has been provided	Please remove the employee's postponement date, as any employee assessed as a 'Worker' is not eligible for auto enrolment. Please update the employee's assessment category if they have been assessed incorrectly.
POSTPONEMENT DATE must be a valid calendar date	Please ensure the employee's postponement date is a valid calendar date.
POSTPONEMENT DATE must not be greater than 4 months from current date	Please ensure the employee's postponement date is not more than four months in the future from today's date.
POSTPONEMENT DATE cannot be pre 01/10/2012	Please ensure the employee's postponement date is not before 01/10/2012.

ASSESSMENT	
ASSESSMENT is a mandatory field and must not be left blank	Please ensure the employee's auto enrolment assessment category is populated in your pension data file.
ASSESSMENT does not match any of the permissible options	Please ensure that a valid assessment category is provided for the employee. The valid categories are: <ul style="list-style-type: none"> • Eligible Jobholder • Non-eligible Jobholder • Entitled Worker • Worker

ADDRESS 1	
ADDRESS 1 is a mandatory field and must not be left blank	Please ensure that the first line of the employee's address is populated in your pension data file.
ADDRESS 1 contains invalid character(s)	Please ensure the first line of the employee's address only contains letters, numbers, hyphens or spaces.
ADDRESS 2	
ADDRESS 2 contains invalid character(s)	Please ensure the second line of the employee's address only contains letters, numbers, hyphens or spaces.
ADDRESS 3	
ADDRESS 3 contains invalid character(s)	Please ensure the third line of the employee's address only contains letters, numbers, hyphens or spaces.
ADDRESS 4	
ADDRESS 4 contains invalid character(s)	Please ensure the fourth line of the employee's address only contains letters, numbers, hyphens or spaces.
ADDRESS 5	
ADDRESS 5 contains invalid character(s)	Please ensure the fifth line of the employee's address only contains letters, numbers, hyphens or spaces.
POSTCODE	
POSTCODE is a mandatory field and must not be left blank	Please ensure the employee's postcode is populated in your pension data file.
POSTCODE contains invalid character(s)	Please ensure that the employee's postcode only contains letters, numbers and spaces (maximum of eight characters).

EMAIL	
EMAIL must not exceed 100 characters	Please ensure the employee's email address doesn't contain more than 100 characters.
EMAIL in invalid format	Please ensure the employee's email address is in a valid format. This error is usually displayed when the '@' is missing from the email address.
EMAIL appears to be invalid	Please ensure the employee's email address is in a valid format. This error is usually displayed when the email address is missing the '.co.uk' or '.com', for example.

SAL SACRIFICE	
SAL SACRIFICE is a mandatory field and must not be left blank	Please ensure the salary sacrifice field is populated in your pension data file.
SAL SACRIFICE must be Y or N	Please ensure the salary sacrifice field is populated with either 'Y' or 'N'. Gateway will also accept 'Yes' or 'No'.

EE CONTS	
EE CONTS must be numeric	Please ensure the employee's contributions for the pay period only contain numbers (and a decimal point, if applicable).
EE CONTS cannot be negative	Please ensure the employee's contributions for the pay period are not negative. Gateway can't accept negative contribution figures. Please contact Client Support if you need to make corrections to employee contribution figures that have already been submitted.
EE CONTS is limited to 2 decimal places	Please ensure the employee's contributions for the pay period have a maximum of two decimal places.

ER CONTS	
ER CONTS must be numeric	Please ensure the employer's contributions for the pay period only contain numbers (and a decimal point, if applicable).

ER CONTS cannot be negative	Please ensure the employer's contributions for the pay period are not negative. Gateway can't accept negative contribution figures. Please contact Client Support if you need to make corrections to employer contribution figures that have already been submitted.
ER CONTS is limited to 2 decimal places	Please ensure the employer's contributions for the pay period have a maximum of two decimal places.

AVCS (additional voluntary contributions)	
AVCS must be numeric	Please ensure the employee's additional voluntary contributions for the pay period only contain numbers (and a decimal point, if applicable).
AVCS cannot be negative	Please ensure the employee's additional voluntary contributions for the pay period are not negative. Gateway can't accept negative contribution figures. Please contact Client Support if you need to make corrections to employee contribution figures that have already been submitted.
AVCS is limited to 2 decimal places	Please ensure the employee's additional voluntary contributions for the pay period have a maximum of two decimal places.

OPTIN	
OPTIN in invalid format	Please ensure the employee's opt-in date is in the correct format. Any of the following options are valid: <ul style="list-style-type: none"> • dd/mm/yyyy • d.m.y • dd/mm/yy • dd.mm.yy • yyyy-mm-dd • dd mmm yyyy • dd mmmm yyyy • dd-mmmm-yyyy
OPTIN should not be before STARTDATE	Please ensure the employee's opt-in date is after their employment start date, as an employee can't opt into the Scheme before they start employment.
OPTIN should not be equal to OPTOUT	The employee's opt-in date and opt-out date should not be the same, as the employee should either have opted in or opted out. Please remove whichever date is incorrect.

OPTIN should not be after EXIT DATE	Please remove the employee's opt-in date, as an employee can't opt into the Scheme once they have left employment.
OPTIN must be a calendar date	Please ensure the employee's opt-in date is a valid calendar date.
OPTIN cannot be pre 01/10/2012	Please ensure the employee's opt-in date is not before 01/10/2012.
OPTIN must not be greater than 1 month from current date	Please ensure the employee's opt-in date is not more than one month in the future from today's date.

OPTOUT	
OPTOUT in invalid format	<p>Please ensure the employee's opt-out date is in the correct format. Any of the following options are valid:</p> <ul style="list-style-type: none"> • dd/mm/yyyy • d.m.y • dd/mm/yy • dd.mm.yy • yyyy-mm-dd • dd mmm yyyy • dd mmmm yyyy • dd-mmmm-yyyy
OPTOUT should not be before STARTDATE	<p>Please ensure the employee's opt-out date is after their employment start date, as an employee can't opt out of the Scheme before they start employment.</p> <p>Employees can only opt out through NOW: Pensions. Providing an opt-out date in your pension data file won't cause an employee to be opted out.</p>
OPTIN and OPTOUT should not both be provided in first pay period	<p>Please remove the opt-in and opt-out dates.</p> <p>This will enable communications confirming the employee's pension rights to be issued. These are only issued when the employee has been loaded into Gateway for the first time.</p> <p>Employees can only opt in and out of the Scheme through NOW: Pensions.</p>
OPTIN should not be after OPTOUT in first pay period	<p>Please remove the opt-in and opt-out dates.</p> <p>This will enable communications confirming the employee's pension rights to be issued. These are only issued when the employee has been loaded into Gateway for the first time.</p> <p>Employees can only opt in and out of the Scheme through NOW: Pensions.</p>
OPTOUT must be a valid calendar date	<p>Please ensure the employee's opt-out date is a valid calendar date.</p>
OPTOUT cannot be pre 01/10/2012	<p>Please ensure the employee's opt-out date is not before 01/10/2012.</p>
OPTOUT must not be greater than 1 month from current date	<p>Please ensure the employee's opt-out date is not more than one month in the future from today's date.</p>

GROSS PAY	
GROSS PAY must be numeric	Please ensure the employee's gross pay only contains numbers (and a decimal point, if applicable).
GROSS PAY cannot be negative	Please ensure the employee's gross pay is not negative. Insert 0.00 if you don't know the gross pay.
GROSS PAY is limited to 2 decimal places	Please ensure the employee's gross pay has a maximum of two decimal places.

EXIT DATE	
EXIT DATE in invalid format	Please ensure the employee's exit date is in the correct format. Any of the following options are valid: <ul style="list-style-type: none"> • dd/mm/yyyy • d.m.y • dd/mm/yy • dd.mm.yy • yyyy-mm-dd • dd mmm yyyy • dd mmmm yyyy • dd-mmmm-yyyy
EXIT DATE should not be before STARTDATE	Please amend or remove the employee's exit date. An employee can't have an exit date that's before their employment start date.
EXIT DATE must be a valid calendar date	Please ensure the employee's exit date is a valid calendar date.
EXIT DATE cannot be pre 01/10/2012	Please ensure the employee's exit date is not before 01/10/2012.
EXIT DATE must not be more than one calendar month in the future	Please ensure the employee's exit date is not more than one month in the future from today's date.

EE CONT % (employee contribution %)	
EE CONT % must be numeric	Please ensure the employee's contribution percentage only contains numbers (and a decimal point, if applicable).
EE CONT % cannot be negative	Please ensure the employee's contribution percentage is not negative, as Gateway can't accept negative contribution figures.
EE CONT % is limited to 2 decimal places	Please ensure the employee's contribution percentage has a maximum of two decimal places.

ER CONT % (employer contribution %)	
ER CONT % must be numeric	Please ensure the employer's contribution percentage only contains numbers (and a decimal point, if applicable).
ER CONT % cannot be negative	Please ensure the employer's contribution percentage is not negative, as Gateway can't accept negative contribution figures.
ER CONT % is limited to 2 decimal places	Please ensure the employer's contribution percentage has a maximum of two decimal places.

PAY CODE	
PAY CODE is a mandatory field and must not be left blank	Please ensure the pay code is populated in your pension data file.
PAY CODE must be alphanumeric	Please ensure the pay code in your pension data file matches the pay code assigned to the payroll you're trying to upload a file for. You can find your pay code on the employer settings page of your Gateway account.
PAY CODE must not exceed 4 characters	Please ensure the pay code in your pension data file matches the pay code that is assigned to the payroll you're trying to upload a file for.
Bad PAY CODE: Expected {0}	The incorrect pay code has been provided on your pension data file. Please ensure the correct pay code is used for all employees in your pension data file. You can find your pay code on the employer settings page of your Gateway account.

ER CODE (employer code)	
ER CODE is a mandatory field and must not be left blank	Please ensure the employer code is populated in your pension data file.
ER CODE must be alphanumeric	Please ensure the employer code in your pension data file matches the code assigned to your employer. You can find your employer code in the employer settings page of your Gateway account.
ER CODE must not exceed 4 characters	Please ensure the employer code in your pension data file matches the code assigned to your employer. You can find your employer code in the employer settings page of your Gateway account.
BAD ER CODE: Expected {0}	Your pension data file contains an incorrect employer code. Please check and use the correct employer code for all employees in your pension data file. You can find your employer code in the employer settings page of your Gateway account.

SCHEME CODE	
SCHEME CODE does not match any of the permissible options	Please check and use the correct scheme code for each of your schemes. You can find your scheme codes in the Scheme tiers section of the employer settings page of your Gateway account.
SCHEME CODE provided does not match any of the active scheme tiers	Please check and use the correct code for each of your schemes. You can find your scheme codes in the Scheme tiers section of the employer settings page of your Gateway account.

PENSIONABLE EARNINGS	
PENSIONABLE EARNINGS must be numeric	Please ensure the employee's pensionable earnings only contain numbers (and a decimal point, if applicable).
PENSIONABLE EARNINGS cannot be negative	Please ensure the employee's pensionable earnings are not negative.
PENSIONABLE EARNINGS is limited to 2 decimal places	Please ensure the employee's pensionable earnings have a maximum of two decimal places.

Dealing with content warnings

Validation warnings will be displayed at the same time as the error messages. They are displayed in yellow.

The main difference between **errors** and **warnings** is that you can't submit your pension data file until you've resolved all the errors – but warnings won't prevent you from submitting your pension data file.

The warnings contain important information about your employee records. You might need to update your payroll system to resolve some warnings.

Warning message	Action required
NINO	
NINO missing – only OK within 6 months of employment start	Please add this employee's National Insurance number to a future pension data file. It's important we have National Insurance numbers, as employees must quote them when contacting us to discuss their pension.
DOB	
Employee is aged over 75 and is not subject to auto enrolment	Please remove the employee. Auto enrolment doesn't apply to employees aged 75 or over.
ENROL DATE	
Changing the ENROL DATE from {DD/MM/YYYY} to {DD/MM/YYYY} will generate a new enrolment communication and start a new opt out period	Changing an employee's enrolment date will create a new opt-out period and generate a new enrolment notice. Please ensure the change in enrolment date is valid – for example, has the employee been re-enrolled after previously opting out?
ENROL DATE not supplied for member who has requested to join	An employee has asked to join the Scheme. Please enrol them in the Scheme from the next available pay period and provide an enrolment date to confirm their enrolment.

ADDRESS 1

ADDRESS 1 exceeds 100 characters

Please amend the first line of the employee's address to fewer than 100 characters. Although we won't reject an entry with more than 100 characters, only 100 will appear in the employee's pension record.

ADDRESS 2

ADDRESS 2 exceeds 100 characters

Please amend the second line of the employee's address to fewer than 100 characters. Although we won't reject an entry with more than 100 characters, only 100 will appear in the employee's pension record.

ADDRESS 3

ADDRESS 3 exceeds 100 characters

Please amend the third line of the employee's address to fewer than 100 characters. Although we won't reject an entry with more than 100 characters, only 100 will appear in the employee's pension record.

ADDRESS 4

ADDRESS 4 exceeds 100 characters

Please amend the fourth line of the employee's address to fewer than 100 characters. Although we won't reject an entry with more than 100 characters, only 100 will appear in the employee's pension record.

ADDRESS 5

ADDRESS 5 exceeds 100 characters

Please amend the fifth line of the employee's address to fewer than 100 characters. Although we won't reject an entry with more than 100 characters, only 100 will appear in the employee's pension record.

OPTIN

OPTIN date detected in your payroll file. If this employee is to be enrolled in a subsequent pay period please ensure that an ENROL DATE is provided in the relevant file

If an employee has asked to join the Scheme, please provide an enrolment date in the pay period when they were enrolled and contributions deducted. Please include this enrolment date in a future file.

EMAIL	
Duplicate email address detected for employees {XXXX}. Using the same email for different employees is a security risk	Ensure each employee has a unique email address. Communications are issued by email directly to employees, so employees with the same email address will have access to each other's communications.
OPTOUT	
OPTOUT date should not be provided unless previously enrolled	Please remove the opt-out date from the employee's record. Employees don't get opt-out rights until they've been enrolled and NOW: Pensions has received an ENROL DATE. Employees can only opt out through NOW: Pensions.
OPTOUT date should not be provided if employee has not opted out through the NOW: Pensions Gateway	Please remove the opt-out date from the employee's record. Employees must opt out through NOW: Pensions using their Gateway member account.
Contributions for member who has opted out	Please check the contributions are valid and remove if they are not. If an employee has opted out, no further contributions should be deducted or submitted unless they're re-enrolled in the Scheme at a future date.
OPTOUT date not supplied for member who has opted out	Please download the employee action file from Gateway, check the date the employee opted out and add it to the employee payroll record.
EXIT DATE	
EXIT DATE is in the future and will be processed when EXIT DATE attained	We'll only process the employee's exit once the exit date has passed.
Contributions for member who has left the scheme	Please check the contributions are valid and remove if they are not. If an employee has left employment, no further contributions should be deducted or submitted unless they've rejoined the company.
PENSIONABLE EARNINGS	
PENSIONABLE EARNINGS should not exceed GROSS PAY, unless salary sacrifice is being used	If the employee is using salary sacrifice, please change the salary sacrifice field (SAL SACRIFICE) to 'Y'. If they're not using salary sacrifice, their pensionable earnings figure shouldn't be more than their gross pay amount. Please amend if it is.

