

Gateway member matching guide

Managing your data effectively



NOW:
Pensions

The future is now

Why is matching data so important?

You need to manage your pension contributions accurately and effectively to ensure your workplace pension remains compliant with pension regulations. When you upload a pension data file to our employer Gateway system it will:

- compare the data you've uploaded with data you've previously imported, and
- highlight any inconsistencies, errors or omissions in the new data.

If the system identifies any errors in your pension data file, you'll need to cancel the upload and resolve all the errors in your front-end systems – particularly your payroll software – before re-producing the file.



We recommend you use Google Chrome as your browser with our Gateway system.

You can check common data errors in the Gateway Common errors and warnings guide.

Table of contents

What other information does Gateway check?.....	3
What is member matching?	3
What are the matching options?.....	4
How do I resolve matching queries?.....	5
What if the uploaded record matches to more than one record in our database?	8
Data conflicts.....	10
How do I resolve a conflict in the National Insurance number field?	12
How do I resolve a conflict in the payroll number field?	12

What other information does Gateway check?

Gateway will also capture if an employee has concurrent jobs, or has left employment and is returning to work for the same employer. Some employees may have multiple periods of employment under the same employer. Each period of employment equates to a new auto enrolment contract.

This is important because we want to ensure that all of an employee's contributions, no matter how many employers they've worked for, are added to the same pot of pension savings. Member matching is the start of this process, as it allows us to link multiple contracts to an employee's record.

The payroll software you use for workplace pensions **must** be able to handle the assessment of workers in line with pension legislation.

What is member matching?

When you upload a payroll file to Gateway it'll check the data in your pension data file and cross-reference this with the existing data in our database.

If the new payroll file matches employee data in our database – that is, all the key fields are the same – the employee's record will be accepted, and no queries will be raised.

If the system finds some of an employee's data doesn't match, it will raise a **matching query** and you'll need to confirm the reason why there's a mismatch in the data.

The system will raise a matching query if any of the following fields have changed for an existing contract.

- ✓ **First name**
- ✓ **Surname**
- ✓ **Date of birth**
- ✓ **National Insurance number**
- ✓ **Start date**
- ✓ **Payroll number**
- ✓ **Pay code**

What are the matching options?

When you're resolving a matching query, you'll see up to five options. The options available will depend on which of the key data fields has changed. The table below explains the options available, why they're displayed and the outcome for this option.

Option	Reason displayed	What you have to confirm	Outcome
Same person	A change has been identified in one of the key fields – for example surname, payroll number or date of birth.	Either the data is incorrect, or the data that's already been loaded needs correcting.	Correction to the employee's record in the Gateway database.
Upload error	Always available.	Incorrect employee data has been loaded. For example, the National Insurance number on the file belongs to a different employee.	The row of data in the file will be rejected. If the row needs to be imported, you'll need to cancel the upload, correct the data in your front-end systems including your payroll software, and re-upload the complete pension data file.
Replacement	The employee's employment start date (STARTDATE in the pension data file) has changed. You need to confirm if this is a new period of employment.	Does the change in start date indicate a new period of employment? If 'yes', use the replacement option.	The existing contract will be closed. A new contract will be created, linked to the employee's main record. We'll issue statutory communications (such as enrolment notices) if we manage these for you.
New contract <i>(Only for returning or existing employees with new periods of employment.)</i>	There is a change in payroll number or pay code, usually because an employee has returned for a different period of employment.	Employees may have concurrent jobs, both of which need to be assessed to comply with pension legislation. The new contract option lets you set up multiple active records (contracts) for an employee at the same time.	The existing contract will remain active. The system will create a new contract linked to the employee's main record. We'll issue statutory communications (such as assessment or enrolment notices) if we manage these for you.

		Each record will be individually assessed for auto enrolment.	
Different person	There are partial matches on most of the key data fields, but the National Insurance number and payroll number fields don't match.	<p>There's no link between the employee in the pension data file and the record in the database.</p> <p>The contracts for the employees highlighted shouldn't be linked.</p>	<p>The system will create a new employee record and auto enrolment contract that aren't linked to the existing record in the database.</p> <p>We'll issue statutory communications (such as assessment or enrolment notices) if we manage these for you.</p>

How do I resolve matching queries?

The matching queries will be generated as part of the pension data file upload process. When you've uploaded your file, click on the 'View upload detail' button and Gateway will show you the matching queries.

Sometimes the record in your pension data file will be matched with a single employee record in our database. It will look like the screenshot below.

Upload Results

Home > Payrolls > Upload Results

Weekly payroll (P001)

Download Results

Number of Errors : 0

Number of Warnings : 0

Number of Matching Queries Identified : 1
We have identified a person in our database with similar details, please can you investigate and take any action needed to resolve the issue. Data errors should be corrected before resolving the matching queries

Row	First name	Date of birth	National Insurance Number	Payroll number	Start date	
2	1 Kavitha Kannaan	05 Oct 1993	JR570506B	1	01 Jan 2021	Resolve 2

Cancel and upload a new file

Point 1 confirms which row of the pension data file the record was included on. The resolve button in **point 2** will provide more information about the query that's been generated.

If you click on '**Resolve**', you'll see the following screen.

Upload Results

Row	First name	Date of birth	National Insurance Number	Payroll number	Start date	
2	Kavitha Kanaann	05 Oct 1993	JR570506B	1	01 Jan 2021	Resolve ^

We have found what might be an error in your upload: Contract NPLT005777494635 for Kavitha Kanaan in your uploaded CSV has a different last name to one in our database. We are raising this because everything except matches as expected.

Details in upload 1	Fields	Details in database 2
Kavitha	First Name	Kavitha
Kanaann	Last Name	Kanaan
05 Oct 1993	Date of Birth	05 Oct 1993
JR570506B	Ni number	JR570506B
1	Payroll number	1
P001	Pay code	P001
01 Jan 2021	Start date	01 Jan 2021

Can you confirm one of the following cases:

3	Upload Error	The pension data file uploaded has the wrong value.	4	Same Person	This is a correction to Kavitha Kanaan's existing contract
----------	---------------------	---	----------	--------------------	--

Point 1 confirms the data that's been provided in your pension data file.

Point 2 provides the data from the contract in our database. In the example above, the last name in the file upload is spelt differently from the one in the database.

If this is an error in the uploaded file, you'll need to select the Upload Error button (**point 3**) and correct your file before re-uploading.

If it's a change or correction to the existing record, you'll need to select the Same Person button (**point 4**). This will update the record in the database.

Once you've resolved the query for the first employee, you'll go back to the upload results page so you can resolve the next query.

The upload results page will also confirm that you've updated the first matching query and what action will be completed.

Upload Results

Home > Payrolls > Upload Results

Weekly payroll (P001)

Download Results

Number of Errors : 0

Number of Warnings : 0

Number of Matching Queries Identified : 0

Row	First name	Date of birth	National Insurance Number	Payroll number	Start date	
2	Kavitha Kannaan	05 Oct 1993	JR570506B	1	01 Jan 2021	Updated ▼

Cancel and upload a new file **Continue**

You'll then need to resolve the rest of the matching queries to complete the submission of your pension data file. Once you've resolved all the queries raised, you'll see the '**Continue**' button.

Upload Results

Home > Payrolls > Upload Results

Weekly payroll (P001)

Download Results

Number of Errors : 0

Number of Warnings : 0

Number of Matching Queries Identified : 0

Cancel and upload a new file **Continue**

What if the uploaded record matches to more than one record in our database?

Sometimes the record in your pension data file will be matched with more than one record in our database.

The screenshot below shows there's a matching query.

Point 1 confirms which row of the pension data file the record was included on, and **point 2** enables you to resolve the query.

The screenshot displays the 'Upload Results' interface. At the top, a progress bar shows four steps: Download, Upload, Review (marked with a '3'), and Confirm pension data to be imported (marked with a '4'). Below the progress bar, a 'Download Results' section contains three summary boxes: 'Number of Errors : 0', 'Number of Warnings : 0', and 'Number of Matching Queries Identified : 1'. The third box includes a message: 'We have identified a person in our database with similar details, please can you investigate and take any action needed to resolve the issue. Data errors should be corrected before resolving the matching queries'. Below this is a table with columns: Row, First name, Last name, National Insurance Number, Date of birth, Payroll number, Pay code, Start date, Employee contributions, and Employer contributions. The first row is highlighted, with a red box around the '3' in the 'Row' column. Below the table, a message states: 'Row 3 matches with one or more other contracts. Please resolve matching before continuing.' A red box highlights a 'Resolve matching' button next to this message. At the bottom, there is a 'Cancel and upload a new file' button.

Row	First name	Last name	National Insurance Number	Date of birth	Payroll number	Pay code	Start date	Employee contributions	Employer contributions
1 3	Andrew	James	AB675416C	22 Oct 1966	235	P002	08 May 2009		

When you click on **Resolve matching**, you'll see the following screen.

Row	First name	Last name	National Insurance Number	Date of birth	Payroll number	Pay code	Start date	Employee contributions	Employer contributions
3	Andrew	James	AB675416C	22 Oct 1966	235	P002	08 May 2009		
	Andrew	James	AB675416C	22 Oct 1966	234	P002	08 May 2007		Select contract
	Andrew	James	AB675416C	22 Oct 1966	235	P002	08 May 2008		Select contract
<p>Row 3 matches with one or more other contracts. Please resolve matching before continuing.</p>									Cancel matching
Cancel and upload a new file									

If the screen shows multiple contracts for the same person (as the screenshot above does) click on **Select contract** for the contract you want to update or replace.

If partial matches have been identified for different employees' contracts, click on **Select contract** for the correct employee. You'll see the following screen.

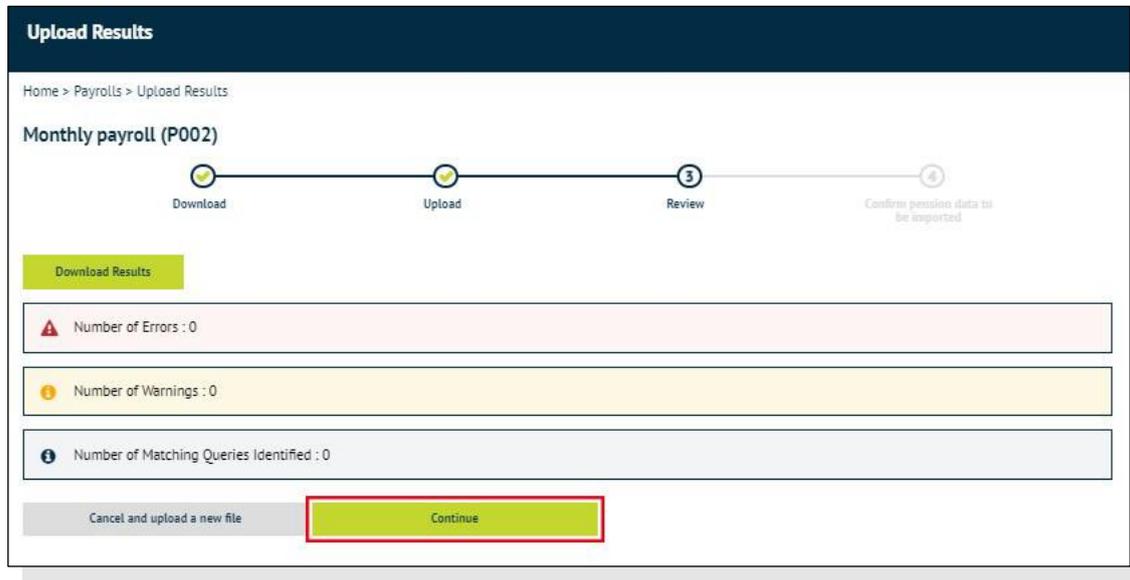
Row	First name	Last name	National Insurance Number	Date of birth	Payroll number	Pay code	Start date	Employee contributions	Employer contributions
3 1	Andrew	James	AB675416C	22 Oct 1966	235	P002	08 May 2009		
	Andrew	James	AB675416C	22 Oct 1966	235	P002	08 May 2008	2	Return to view all rows
<p>Upload Error The pension data file uploaded has the wrong value.</p>									
<p>Same Person The contract needs to be updated with the value in the latest file upload.</p>									
<p>Replacement 3 This contract has been terminated, close it and create a new one.</p>									
<p>Row 3 matches with one or more other contracts. Please resolve matching before continuing.</p>									Cancel matching

The data in the top line (**point 1**) is taken from the pension data file. The data in the second line is taken from our database. **Point 2** confirms which field in the database is different from the one in your pension data file.

In the example above, the **start date** has changed. This means there's a new period of employment, so you need to select the **Replacement** option (**point 3**).

Once you've resolved the first query you'll go back to the upload results page so you can resolve the next query. The query you've just resolved will no longer be displayed.

Once you've resolved all the queries, you'll see the **Continue** button.



If a matching query highlights you're using the same National insurance or payroll number for two separate employees, please:

- cancel the file upload
- correct the source data in your payroll system
- re-generate the pension data file, and
- upload the new file to Gateway.

Data conflicts

It's crucial to maintain accurate employee records and to ensure there are no conflicts with the data. This is essential for National Insurance numbers and payroll numbers, which are the unique identifiers for each employee in any given payroll.

You must make sure each employee has a unique National Insurance number. If there's no National Insurance number for an employee, please leave this field blank in your pension data file.

Please don't re-use payroll numbers. They should be unique within each payroll you run.

How do I resolve a conflict in the National Insurance number field?

Duplicate numbers

If you've created contracts for two separate employees and accidentally assigned the same National Insurance number to their contracts, do the following.

1. Delete the National Insurance number from the fields for both employees in the next pension data file you upload.
2. A matching query will be generated for both employees. Select 'Same person' to correct the employee records.
3. Correct the error in all the systems that feed data into your payroll software, then upload the correct National Insurance numbers for both employees in the next pension data file.

Incorrect numbers

If you've assigned the incorrect National Insurance number to an existing record and you need to create a new employee who's assigned to that National Insurance number, do the following.

1. Cancel the import that has identified the issue with the National Insurance number.
2. Delete the National Insurance number from the fields for both employees in your pension data file.
3. A matching query will be generated for the existing record. Select 'Same person' to apply a correction.
4. The new employee's record will be accepted automatically.
5. Correct the error in all the systems that feed data into your payroll software, then upload the correct National Insurance numbers for both employees in the next pension data file.

How do I resolve a conflict in the payroll number field?

If you've assigned the incorrect payroll number to two or more existing records, do the following.

1. Amend the payroll numbers for the affected employees in all your systems that feed data into your payroll.
2. Produce your pension data file and upload this to Gateway.
3. Matching queries will be generated for all employees.
4. Resolve the matching queries in the order they're displayed, selecting 'Same person' to correct the records.

If you've assigned the incorrect payroll number to an existing record and you now need to create a record for a new employee who's assigned to that payroll number, do the following.

1. Cancel the import that has identified the issue with the payroll number.
2. Amend the payroll number for the existing employee in all the systems that feed data into your payroll.
3. Re-generate the complete pension data file.
4. Remove the new employee from the pension data file and upload the file to Gateway.
5. A matching query will be generated for the existing record. Select 'Same person' to correct it.
6. In the following pension data file include both employees with the correct payroll numbers, and any backdated contributions for the new employee that should have been included on the previous file.