NOW:
Pensions

Smarter. Simpler. Better.

Gateway member matching guide

automatic enrolment

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Introduction

The NOW: Pensions Gateway provides employers and payroll bureaux with a simple and modern interface to manage pension submissions.

It is your responsibility to give us up to date employee data. Our Gateway system will highlight any inconsistencies, errors or omissions in the data you're submitting on a payroll file compared to the data that you've previously submitted.

If the import process identifies any errors with your upload, the import should be cancelled, and all errors should be resolved in your front-end systems, in particular your payroll system, before re-producing the complete pension data file. For further information on how to resolve data errors please refer to the **'Gateway Common errors and warnings guide'** that can be located on the NOW: Pensions help centre – **www.nowpensions.com**

The import process will also capture if an employee is working concurrent jobs, or has left employment and is returning to work at the same employer. Each period of employment equates to a new contract within Auto Enrolment, and some employees may have multiple periods of employment under the same employer. This is important because we want to ensure that all of a member's contributions, no matter how many employers they have worked for, are added into a single pension pot. The member matching is the start of this process as it allows us to link multiple contracts to an employee's record.

Please note, this guide is for voluntary or auto enrolment schemes. The payroll software being used for auto enrolment schemes must be handling the assessment of workers as per the workplace legislation.

All screen shots are taken from a Google Chrome browser, which we highly recommend for use with the NOW: Pensions Gateway.

What is member matching?
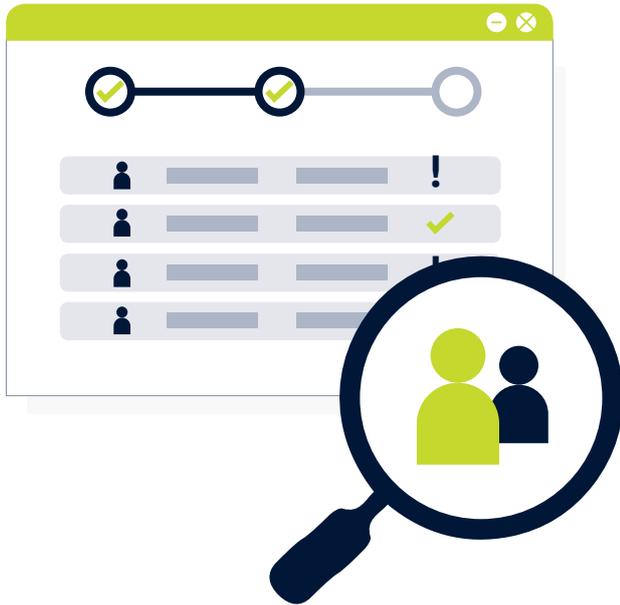
When a payroll file is uploaded to Gateway it will run a check over the data in your pension data file, and cross reference this with the data already held in our database.

If the new payroll file matches employee data in our database, i.e. all key fields are the same, then the member record will be accepted and no queries will be raised. However, if we identify that some, but not all of a member's data matches, then a matching query will be generated and you will be asked to confirm the reason for the change in the key data fields.

A partial match would be identified if any of the following key fields have changed for an existing contract in the database:

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

Matching options

When resolving a matching query up to 5 options will be displayed to you. The options available will depend on which of the key data fields have changed. The table below provides some guidance on the options available, why they would be displayed and what the outcome would be if you selected this option:

Option	Reason displayed	We need you to confirm if	Outcome if selected
Same person	A change has been identified with one of the key fields previously mentioned (This also include if the employee have changed Payroll Numbers or Payrolls)	Incorrect data or an Amendment to the data has been loaded previously	A correction will be made to the member record in the Gateway database
Upload error	This option will always be available	The matching query has highlighted that incorrect data has been loaded for the employee, i.e. the NINO included on the file belongs to a different employee	• The row of data in the import will be rejected. • If the row should be imported, please cancel the upload, correct the data in your front end systems (including your payroll system) and re-upload the complete pension data file
Replacement	The employees' start date of employment (STARTDATE in pension data file) has changed, we need you to confirm if this is a new period of employment for the employee	A change in start date should indicate a new period of employment. If the employee has started a new period of employment the replacement option should be used	• The existing contract will be closed • A new contract will be created, that is linked to the employees' main record • Statutory communications (e.g. postponement and enrolment notices) will be issued if NOW: Pensions have been asked to undertake this responsibility
New contract *(Only for New Employees or New Periods of Employment for returning employees.)*	The employee is a new employee or the employee has returned on a different period of employment	Employees may have concurrent jobs, both of which need to be assessed to comply with auto enrolment legislation. The new contract option allows you to set up multiple active records (contracts) for an employee at the same time, each of which will have the AE legislation applied to in isolation	• The existing contract will remain active • A new contract will be created, that is linked to the employees main record • Statutory communications (e.g. postponement and enrolment notices) will be issued if NOW: Pensions have been asked to undertake this responsibility
Different person	There are partial matches on most of the key data fields, however the NINO and payroll number fields do not match	There is no link between the employee in the pension data file and the record in the database. The contracts for the employees highlighted should not be linked	• A new employee record, and AE contract, will be created that are not linked to the existing record in the database. • Statutory communications (e.g. postponement and enrolment notices) will be issued if NOW: Pensions have been asked to undertake this responsibility

# How to resolve matching queries

The matching queries will be generated as part of the pension data file upload process. Having uploaded your file Gateway will alert you to the fact that there are some rows of data that have generated matching queries:
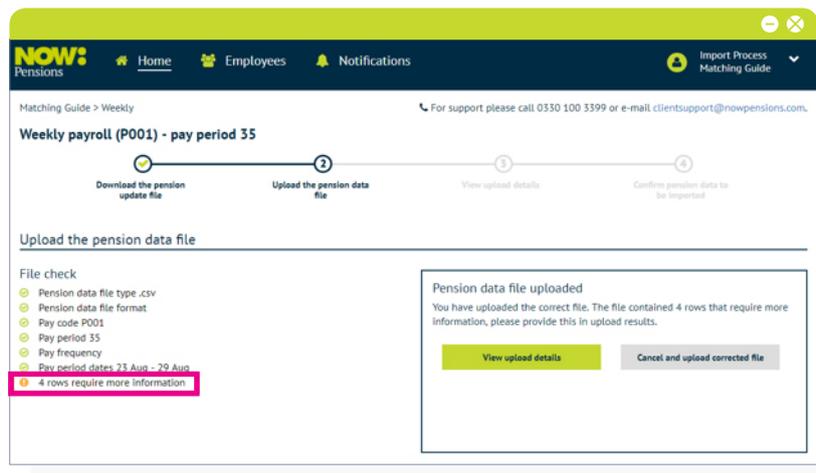
To view the queries please click on the **'View upload detail'** button.

Uploaded record matches to one record in our database

Sometimes the record in your pension data file will be matched with a single employee record in our database. The example below confirms how the information will be displayed on screen if this is the case:
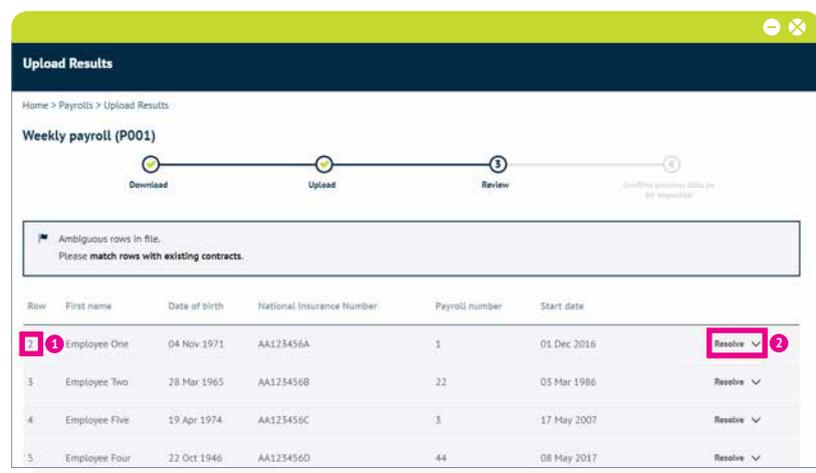
Point **1** confirms the row of the pension data file that the record was included on. The resolve button in point **2** will provide further information on the query that has been generated for the employee. If you click on **'Resolve'** the following screen will be displayed:

Point ① confirms the data that has been provided in your pension data file. Point ② provides the data from the contract in our database. In the example above the matching query has highlighted that the start date has changed (point ③). If the start date has changed this should indicate a new period of employment and therefore the replacement contract option should be selected (point ④)

Once you have resolved the query for the first employee you will then be returned to the upload results page, so that you can resolve the next query. The upload results page will also confirm that you have provided an update for the first matching query, and what action will be completed.

You will then need to resolve the rest of the matching queries to enable you to complete the submission of the pension data file. Once you have resolved all queries raised then the **'Continue'** button will be made available.

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 example below confirms how the information will be displayed on screen if this is the case:
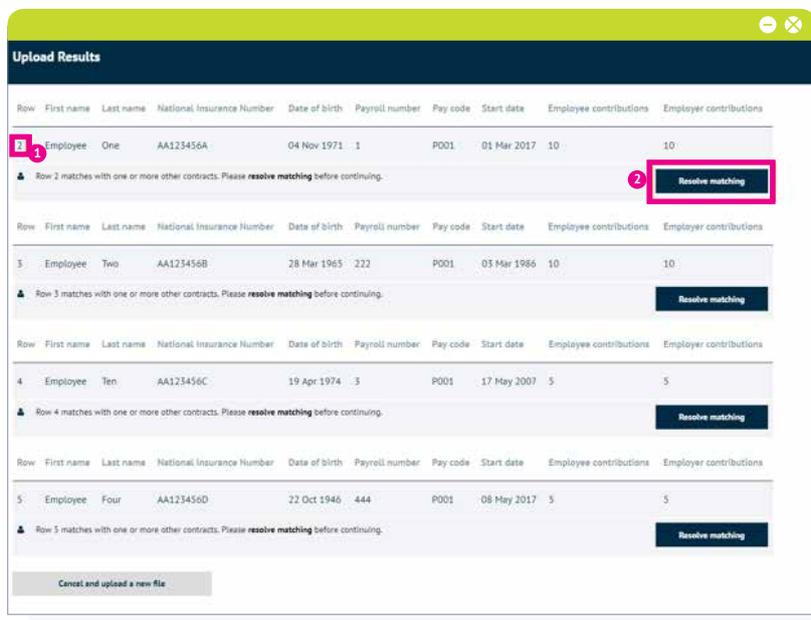
As with the one to one relationship point **1** confirms the row of the pension data file the record was included on and point **2** will enable you to resolve the query.

Once you have clicked on **'Resolve matching'** the following screen will be displayed.
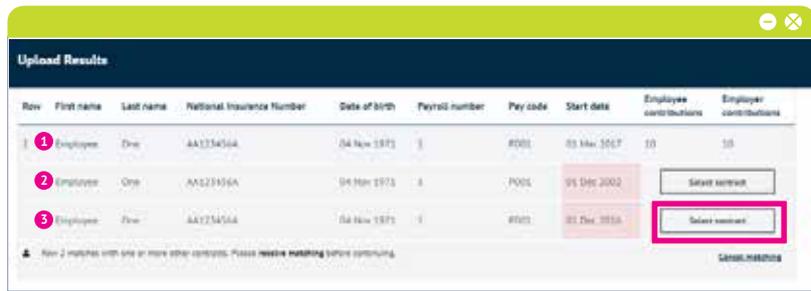
The data in line 1 is taken from the pension data file that you have uploaded. The data from line 2 is taken from our database for the 1st contract that was created for the employee and the data from line 3 is taken from our database for the 2nd contract that was created for the employee.

If all of the contracts relate to the same employee, then you should click on the **'Select contract'** option in line 3 because this was the last contract to be created. If partial matches have been identified for different employees' contracts then you should click on **'Select contract'** option for the correct employee. Once you click on **'Select contract'** the following screen will be displayed:

The data in line 1 is taken from the pension data file and the second line on the screen is the data from our database. Point ② confirms the field in the database that is different to the one being imported in your pension data file. In the example above the Start date has changed. If the start date has changed this should indicate a new period of employment and therefore the replacement contract option should be selected (point ③).

Once you have resolved the query for the first employee then you will be returned to the upload results page, so that you can resolve the next query. The query that you have just resolved will no longer be displayed on the upload results page.

You will then need to resolve the rest of the matching queries to enable you to complete the submission of the pension data file. **Once you have resolved all queries raised then the 'Continue button' will be made available.**
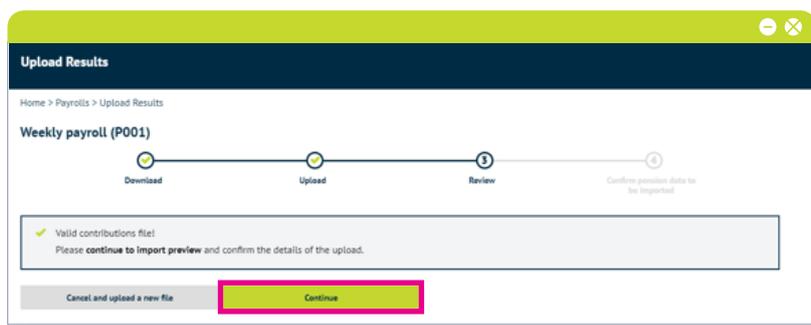
Data conflicts

It is crucial to maintain the data integrity of the employee records and to ensure that there are no conflicts with the data. This is particularly the case with the national insurance number and payroll numbers, which are the key unique identifiers for an employee in any given payroll.

It is therefore imperative that each employee has a unique national Insurance number, if you do not hold a national insurance number for an employee please leave this field blank in your pension data file.

Payroll numbers should also be unique within each payroll that you run, therefore please do not re-use payroll numbers.

If a matching query is generated that highlights you are 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 import this to the Gateway system.

How do I resolve a conflict in the national insurance number field?

If you have created contracts for two separate employees, and have **assigned the same national insurance number** to their contracts then you will need to:

1. In the next pension data file that you upload blank out the national insurance number fields for both employees.

2. A matching query will be generated for both employees, select 'Same person' to apply a correction to the employee records.

3. Having corrected the error in all of your systems that feed data in to payroll, in the subsequent pension data file upload the correct national insurance numbers for both employees.
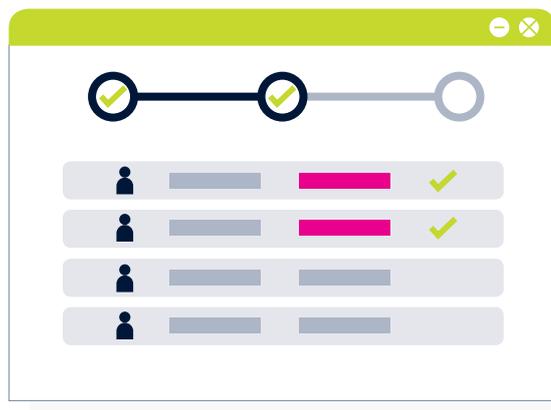
If you have **assigned the incorrect national insurance number** to an existing record, and you are now looking to create a new employee who that national insurance number should be assigned to then the following process should be followed:

1. Cancel the import that has identified the issue with the national insurance number

2. Blank out the national insurance number 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 employees record will be accepted automatically

5. Having corrected the error in all of your systems that feed data in to payroll, in the subsequent pension data file upload the correct national insurance numbers for both employees.

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

If you have **assigned the incorrect payroll number to two, or more, existing records** then the following process should be followed:

1 Amend the payroll numbers for the affected employees in all of your front end systems that feed data in to 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 are displayed on the screen, selecting 'Same person' to apply a correction to the employee records

If you have **assigned the incorrect payroll number to an existing record,** and you are now looking to create a new employee who that payroll number should be assigned to then the following process should be followed:

1 Cancel the import that has identified the issue with the payroll number

2 Amend the payroll number for the existing employee in all of your front end systems that feed data in to payroll

3 Re-produce the complete pension data file

4 Remove the new employee from the pension data file and then upload the file to Gateway

5 A matching query will be generated for the existing record, select 'Same person' to apply a correction

6 In the subsequent 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.

Please note that NOW: Pensions strongly recommends using Google Chrome to access Gateway.

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NOW: Pensions
2nd floor
25 Christopher street
London EC2A 2BS

Tel: +44 (0) 333 33 22 222
nowpensions.com