



i-Connect

i-Connect File Upload Guide

Sending data to your pension fund

1 December 2020

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Published by i-Connect Software Limited

Hamilton House Church Street Altrincham Cheshire WA14 4DR

0161 613 4200

www.i-connectdata.co.uk

documentation@heywood.co.uk

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1 Introduction

This guide explains how to use i-Connect to send information about Local Government Pension Scheme (LGPS) members in your organisation to your pension fund.

i-Connect is an Internet application that helps to manage the transfer of employee information from payroll administrators to pensions administrators.

Throughout this guide, we refer to monthly processing; i-Connect can accept files from weekly, fortnightly, lunar (four-weekly) or monthly payrolls.

You can upload data about your employees in a file into i-Connect using a web browser. i-Connect then automatically identifies and sends information about new joiners, opt-outs and leavers, together with pay and contributions, to your pension fund. In addition, this process fulfils your record-keeping obligations.

1.1 FAQs

There is a FAQ section at the end of this guide with answers to some of things that occasionally go wrong when uploading and submitting a file.


1.2 Who to Contact

If you have any questions about using i-Connect, please contact your pension fund.


2 Payroll Dashboard

After you have signed in, you will land on the 'Payroll Dashboard' page, where you will be able to upload employee data to the pension fund:


Payroll Dashboard




File Upload
Upload & view submissions




Employer
Manage employers and payrolls



Reports
Generate and view reports



Users
Manage users and permissions



History
View submission history


Recent Activities

File Name	Period End Date	Expected Submission Date	Submission Date	Submission Type	Status
April 2020 - Weekly.csv	30-04-2020	25-04-2020	29-05-2020 16:59:17	Member Matching	Complete

Submission Statistics

Total Number of Payroll Members Tracked by i-Connect			2		
Omitted Payroll Members (present on a previous submission, and no leaver event processed)			0		
Payroll Members submitted this period	2	Payroll Members in Error	0	Accepted for Processing	2
Pensionable Pay (Period)		Employee Main Contributions (Period)		AVCs (YTD)	
Main CARE Pay (YTD)		Employee Main Contributions (YTD)		Add Conts/ARCs (YTD)	
50/50 CARE Pay (YTD)		Employee 50/50 Contributions (Period)		Shared Cost APCs (Period)	
		Employee 50/50 Contributions (YTD)		Shared Cost APCs (YTD)	
		Employer Contributions (Period)		Employee APCs (Period)	
		Employer Contributions (YTD)		Employee APCs (YTD)	
Submitted By User	demoemployer		Processed By User		

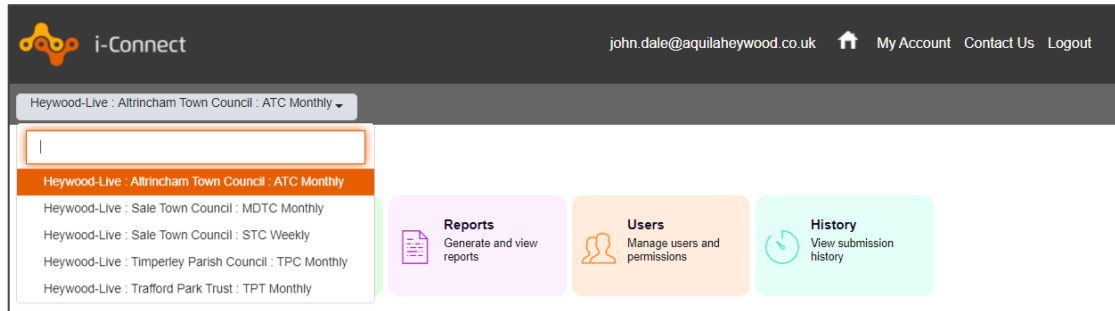
Click the 'Upload' icon to submit employee data for this pay period:



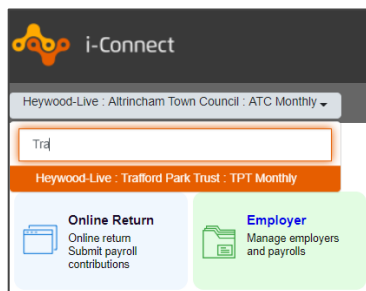
File Upload
Upload & view submissions

3 Payroll Selection

It is important to remember that the information displayed on the Dashboard relates only to the currently selected payroll. You can select a payroll using the dropdown list located in the upper left-hand corner of the i-Connect Payroll Dashboard:



You can also start typing in the edit field to perform a contains search, if you have many payrolls to select from:



4 Upload File

To upload a payroll extract file to i-Connect, click the 'Browse' button. Navigate to the file's location, then click the 'Upload File' button. i-Connect checks to make sure the correct file has been uploaded for that month:

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: **31-07-2018**

When the file is accepted for processing a 'Member Employment Checking' message will be displayed:

Member Employment Checking

i-Connect is currently processing member data from the target system and comparing it to the uploaded payroll file. When this processing is complete, this page will display the results. Please try again later.

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The Member Employment Checking process checks to see if any target system records have been deleted by the pension fund (please see section 5 for further details). If no records have been deleted the following message will be displayed:

Latest Upload


A payroll file has been uploaded to i-Connect and is being processed. The detected events will be shown here when this is complete.

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4.1 Payroll Extract File Size Limit

i-Connect will reject any payroll extract file greater than 20 megabytes in size. The following error message will be displayed:

Upload File

 The selected file for upload is too big. Max file size is 20MB.

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: **31-05-2020**

30 April 2020 - 60000.csv

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5 Member Employment Checking

Member employment checking looks for employees who have been deleted from the pension funds system, Altair. Members can be deleted for a number of reasons but, generally, this is because the pension fund has decided that a post change should not create a new record on their system.

The pension fund should send you a list of the old payroll references. These must be removed from the payroll extract file to avoid duplicate errors. The pension fund has also been instructed to ensure that all matching fields (NI number, payroll reference, date of birth, sex and surname), are updated on their system, to ensure that you can select the correct member when processing a re-match.

5.1 Member Employment Checking Process

i-Connect checks Altair to make sure that all members processed on the last file submission are still present. If i-Connect finds that one or more members are missing from Altair, the following page is displayed:

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	<input type="text"/>

[View Next Conflict](#) [Cancel Employment Checking Process](#)

i-Connect provides totals for the number of:

- Members on the payroll file
- Matched members
- Exact matches
- New starters
- Matched members deleted from Altair
- Number of deletions resolved

Select 'View Next Employment Conflict' to resolve any members who have been detected.
The first deleted matched member conflict is displayed:

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	Malthis	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 'Payroll Member' information is taken from the payroll extract file. The potential matches information is taken from Altair. If you agree with a potential match, select the relevant radio button and click the 'Confirm Member Match' button.

If you disagree with the potential matches displayed in the table, click the 'This member is a new starter / has opted out of the pension scheme' button. i-Connect will then create a new record on the pension funds system.

The following page will be displayed when all employment checking conflicts have been resolved if any new starters have been detected:

Member Employment Checking

i 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

Click on the 'These members are new starters / have opted out of the pension scheme' button to continue.

An updated member employment results page will be displayed:

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%;"><div style="width: 100%;"></div></div>

[> Confirm Employment Checking Complete](#) [> Reset All Conflicts For Submission](#) [< Cancel Employment Checking Process](#)

To complete the employment checking process and proceed with the payroll update, click the 'Confirm Employment Checking Complete' button.

To cancel the entire process, click the 'Cancel Employment Checking Process' button.

You can reset all employment conflicts and restart the resolution process by clicking the 'Reset All Employment Conflicts For Submission' button.

On confirmation of employment checking being complete, i-Connect compares this pay period extract file with last month's data to detect any changes. When the process completes, the 'Latest Upload Summary' page is displayed.

7 Event Reporting

Clicking anywhere on the relevant line in the event history displays a summary, which provides a breakdown for that event by National Insurance number (NINO) and payroll reference(s):

New Starter Breakdown - All				
1 events have been detected for the following members:				
NI Number	Payroll Reference	Status	Error	Additional Information
AL000011A	9950011	CREATED		

8 Submitting Data to Your Pension Fund

Click the 'Proceed' button to send the detected events to your pension fund, or click 'Cancel' to cancel the upload process.

When you click 'Proceed', the upload status changes from 'Pending' to 'Submitted' to indicate that i-Connect has started sending the events. The progress bars fill to indicate the progress of the upload and the totals change to display the number of pending, submitted and completed events (any failures or error totals will also be updated):

Latest Upload									
Below is a summary of the latest file submission to i-Connect for the selected payroll.									
File Name	Period End Date	Expected Submission Date	Submission Date	Submission Type	Status				
N:\iConnect\Product\CQA\Genesee Release\Test Files\12 Months\July 2018 Doc.csv	31-07-2018	31-07-2018	25-06-2019 10:18:14	Payroll Upload	Submitted				
Submission Statistics									
Total Number of Payroll Members Tracked by i-Connect				12					
Omitted Payroll Members (present on a previous submission, and no leaver event processed)				0					
Payroll Members submitted this period	12	Payroll Members in Error	0	Accepted for Processing	12				
Pensionable Pay (Period)	£39,916.66	Employee Main Contributions (Period)	£3,351.25	AVCs (YTD)	£80.20				
Main CARE Pay (YTD)	£159,666.64	Employee Main Contributions (YTD)	£11,672.50	Add Conts/ARCs (YTD)	£88.20				
50/50 CARE Pay (YTD)	£0.00	Employee 50/50 Contributions (Period)	£0.00	Shared Cost APCs (Period)	£0.00				
		Employee 50/50 Contributions (YTD)	£0.00	Shared Cost APCs (YTD)	£0.00				
		Employer Contributions (Period)	£8,382.50	Employee APCs (Period)	£0.00				
		Employer Contributions (YTD)	£29,855.00	Employee APCs (YTD)	£0.00				
Submitted By User		gmpf			Processed By User			gmpf	
Events	Total	Pending	Submitted	Completed	Failures	Errors	Suppressed	Progress	
New Starter	1	0	0	1	0	0	0	<div style="width: 100%;"></div>	
Opt In	0	0	0	0	0	0	0	<div style="width: 0%;"></div>	
Salary	12	0	11	1	0	0	0	<div style="width: 91.67%;"></div>	
Contributions	12	0	11	1	0	0	0	<div style="width: 91.67%;"></div>	
Additional Contributions	2	0	2	0	0	0	0	<div style="width: 100%;"></div>	
CARE Pay	12	0	12	0	0	0	0	<div style="width: 100%;"></div>	
Service	0	0	0	0	0	0	0	<div style="width: 0%;"></div>	
Service Break	0	0	0	0	0	0	0	<div style="width: 0%;"></div>	
Member Details Update	2	0	2	0	0	0	0	<div style="width: 100%;"></div>	
Member Address Update	1	0	1	0	0	0	0	<div style="width: 100%;"></div>	
Works Address Update	0	0	0	0	0	0	0	<div style="width: 0%;"></div>	
Opt Out	0	0	0	0	0	0	0	<div style="width: 0%;"></div>	
Leaver	0	0	0	0	0	0	0	<div style="width: 0%;"></div>	

The upload process can take several minutes to several hours to complete, depending on the size of the payroll and the amount of activity on the i-Connect service.

You should log into i-Connect the following day to ensure all events have been processed correctly and that the status of the file upload has changed from 'Submitted' to 'Complete'. If the status is still displayed as 'Submitted', or is reported as 'Internal Error', contact the i-Connect service desk (support@i-Connectdata.co.uk).

8.1 Tolerance Failures

If any of the payroll tolerances are breached for your selected payroll (see the Onboarding Guide), a message is displayed on the Dashboard, underneath the Latest Upload section:

File Name	Period End Date	Expected Submission Date	Submission Date	Submission Type	Status
N:\iConnect\Product\CQA\Genesee Release\Test Files\12 Months\July 2018 Doc.csv	31-07-2018	31-07-2018	25-06-2019 10:27:58	Payroll Upload	Pending
Submission Statistics					
Total Number of Payroll Members Tracked by i-Connect				12	
Omitted Payroll Members (present on a previous submission, and no leaver event processed)				0	
Payroll Members submitted this period	12	Payroll Members in Error	0	Accepted for Processing	12
Pensionable Pay (Period)	£39,916.66	Employee Main Contributions (Period)	£3,351.25	AVCs (YTD)	£80.20
Main CARE Pay (YTD)	£159,666.64	Employee Main Contributions (YTD)	£11,672.50	Add Conts/ARCs (YTD)	£88.20
50/50 CARE Pay (YTD)	£0.00	Employee 50/50 Contributions (Period)	£0.00	Shared Cost APCs (Period)	£0.00
		Employee 50/50 Contributions (YTD)	£0.00	Shared Cost APCs (YTD)	£0.00
		Employer Contributions (Period)	£8,382.50	Employee APCs (Period)	£0.00
		Employer Contributions (YTD)	£29,855.00	Employee APCs (YTD)	£0.00
Submitted By User	gmpf		Processed By User		
i 1 tolerance failures were detected with this submission. Click here to view the failures.					

Click the message for further details:

Tolerance Failures				
Tolerance Failures				
This submission compared with previous submission				
Tolerance	Tolerance Amount	Previous Submission Total	Total This Submission	Difference
Employee Contributions	10%	£3,001.01	£3,351.25	12%
Other tolerance checks				

Check the payroll extract file against the payroll system to ensure that the details are correct. If there is a problem with the file, you should return to the Dashboard, cancel the payroll upload and request a new payroll extract file from your payroll team/provider.

If the file is valid (the triggered tolerances are consistent with the payroll system), you should return to the Dashboard and click the Proceed button. i-Connect will then display the tolerance failures on a new page, and it will not be possible to proceed with the upload until you have ticked each failure to confirm that the tolerance checks will be ignored:

Tolerance Failures

i Please review the tolerance failures on this submission and confirm each failure can be ignored by checking the boxes on this page. Once completed, click 'Proceed' to continue.

Tolerance Failures

This submission compared with previous submission

Tolerance	Tolerance Amount	Previous Submission Total	Total This Submission	Difference
Employee Contributions	10%	£3,001.01	£3,351.25	12%

Other tolerance checks

I confirm that all tolerance failures and/or validation errors are accepted

[> Proceed](#)

If the following page is displayed when you click the Proceed button, it means that your administering authority has prevented any file uploads, with tolerance failures, from being submitted without administering authority authorisation:

Tolerance Failures

i Please contact the admin authority in order to resolve these tolerance failures.

Tolerance Failures

This submission compared with previous submission

Tolerance	Tolerance Amount	Previous Submission Total	Total This Submission	Difference
Employee Contributions	10%	£4,010.02	£23,737.50	492%

Other tolerance checks

You should either:

- Cancel the submission and resubmit a corrected file
- Contact the Administering Authority, to request that they log into i-Connect and processes the submission on your behalf, assuming both parties agree that the tolerances warnings can be safely ignored.

8.2 Validation Errors

i-Connect checks the payroll extract file for validation errors as part of the upload process. An error message is displayed on the Dashboard if any validation errors are detected:

File Name	Period End Date	Expected Submission Date	Submission Date	Submission Type	Status
N:\iConnect\Product\CQA\Genesee Release\Test Files\12 Months\July 2018 Val Err.csv	31-07-2018	31-07-2018	25-06-2019 11:17:57	Payroll Upload	Pending
Submission Statistics					
Total Number of Payroll Members Tracked by i-Connect				11	
 Omitted Payroll Members (present on a previous submission, and no leaver event processed) 				2	
Payroll Members submitted this period	12	Payroll Members in Error	3	Accepted for Processing	9
Pensionable Pay (Period)	£39,916.66	Employee Main Contributions (Period)	£3,119.75	AVCs (YTD)	£80.20
Main CARE Pay (YTD)	£159,666.64	Employee Main Contributions (YTD)	£11,672.50	Add Conts/ARCs (YTD)	£88.20
50/50 CARE Pay (YTD)	£0.00	Employee 50/50 Contributions (Period)	£0.00	Shared Cost APCs (Period)	£0.00
		Employee 50/50 Contributions (YTD)	£0.00	Shared Cost APCs (YTD)	£0.00
		Employer Contributions (Period)	£8,382.50	Employee APCs (Period)	£0.00
		Employer Contributions (YTD)	£29,855.00	Employee APCs (YTD)	£0.00
Submitted By User	gmpf		Processed By User		
 Validation errors detected for 3 member(s) for this submission. Click here to view the errors. 					

Click the message for further details:

Validation Errors				
Member Validation Errors				
Please note that all i-Connect event processing will be cancelled for members who appear on the list below (* denotes unique records only).				
Existing Member Validation Errors	2 *			
New Starter Validation Errors	1 *			
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

i-Connect provides the following information for each error, enabling you to identify the relevant records on the payroll extract file and investigate the error:

Line Number	The row in the CSV file for employee with the error
Payroll Reference	The employee's payroll refence(s)
NI Number	The first letter of the employee's surname
Error Message	A description of the error
New Starter/Existing Member	Whether the error relates to a new starter or existing member

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Following investigation, you may choose to ask your payroll team/provider to correct the file or proceed with the upload and ignore the validation errors by ticking the 'I Confirm that all tolerance failures and/or validation errors area accepted' checkbox:

Validation Errors

i Please review the validation errors on this submission and confirm each error can be ignored by checking the boxes on this page. Once completed, click 'Proceed' to continue.

Member Validation Errors

Please note that **all** i-Connect event processing will be cancelled for members who appear on the list below (* denotes **unique** records only).

Existing Member Validation Errors 2 *

New Starter Validation Errors 1 *

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

I confirm that all tolerance failures and/or validation errors are accepted

> Proceed

Please note that **no events** will be updated for any existing members with a validation error, even if the error only effects one of the events. These members will be omitted from the payroll extract file and will be reported as 'Omitted Members' in i-Connect (see section 8.4). You must ensure that any ignored validation errors are corrected on the next pay period payroll extract file, unless you are processing the last pay period in the scheme year (e.g. 31/07/2019), in which case all validation errors should be corrected to ensure each member has a complete record of pay and contributions. See the FAQ section for a full list of validation errors.

8.3 Event Errors

Errors may be reported for one or more events during the submission process (after you selected the 'Proceed' button to submit data to the pension funds system):

Latest Upload								
Below is a summary of the latest file submission to i-Connect for the selected payroll.								
File Name	Period End Date	Expected Submission Date	Submission Date	Submission Type	Status			
N:\iConnect\Product\CQA\Genesee Release\Test Files\12 Months\July 2018 Ev Err.csv	31-07-2018	31-07-2018	25-06-2019 11:31:54	Payroll Upload	Complete			
Submission Statistics								
Total Number of Payroll Members Tracked by i-Connect				12				
Omitted Payroll Members (present on a previous submission, and no leaver event processed)				0				
Payroll Members submitted this period	12	Payroll Members in Error	0	Accepted for Processing	12			
Pensionable Pay (Period)	£39,916.66	Employee Main Contributions (Period)	£3,351.25	AVCs (YTD)	£80.20			
Main CARE Pay (YTD)	£159,666.64	Employee Main Contributions (YTD)	£11,672.50	Add Conts/ARCs (YTD)	£88.20			
50/50 CARE Pay (YTD)	£0.00	Employee 50/50 Contributions (Period)	£0.00	Shared Cost APCs (Period)	£0.00			
		Employee 50/50 Contributions (YTD)	£0.00	Shared Cost APCs (YTD)	£0.00			
		Employer Contributions (Period)	£8,382.50	Employee APCs (Period)	£0.00			
		Employer Contributions (YTD)	£29,855.00	Employee APCs (YTD)	£0.00			
Submitted By User	gmpf		Processed By User	gmpf				
Tolerance failures were detected and confirmed by the user to proceed with submission processing. Click here to view the failures.								
Events	Total	Pending	Submitted	Completed	Failures	Errors	Suppressed	Progress
New Starter	0	0	0	0	0	0	0	
Opt In	0	0	0	0	0	0	0	
Salary	12	0	0	12	0	0	0	<div style="width: 100%; height: 10px; background-color: green;"></div>
Contributions	12	0	0	10	0	2	0	<div style="width: 83%; height: 10px; background-color: red;"></div>
Additional Contributions	2	0	0	2	0	0	0	<div style="width: 100%; height: 10px; background-color: green;"></div>
CARE Pay	12	0	0	12	0	0	0	<div style="width: 100%; height: 10px; background-color: green;"></div>
Service	0	0	0	0	0	0	0	
Service Break	0	0	0	0	0	0	0	
Member Details Update	1	0	0	1	0	0	0	<div style="width: 100%; height: 10px; background-color: green;"></div>
Member Address Update	1	0	0	0	0	1	0	<div style="width: 0%; height: 10px; background-color: red;"></div>
Works Address Update	0	0	0	0	0	0	0	
Opt Out	0	0	0	0	0	0	0	
Leaver	0	0	0	0	0	0	0	

Click on the number in the Event tables 'Errors' column to view further details of each of the event errors:

Contributions Breakdown - Errors				
2 events have been detected for the following members:				
NI Number	Payroll Reference	Status	Error	Additional Information
AL000001A	9950001	ERROR	altair validation failure	921: Contribution Rate must be within the range 2.75 to 12.5. 921: Contribution Rate must be within the range 2.75 to 12.5.
AL000002A	9950002	ERROR	altair validation failure	921: Contribution Rate must be within the range 2.75 to 12.5. 921: Contribution Rate must be within the range 2.75 to 12.5.

8.4 Omitted Members

Omitted members are employees who do not appear on the payroll extract file each payroll period, for example, zero-hour-contract employees, who are not included on one payroll submission, but may be included in future payroll submission.

Omitted member processing occurs automatically and prevents unnecessary new starter events from being identified and duplicate records being created on your funds target system. i-Connect will display a warning on the dashboard if any omitted members are detected:

Latest Upload

Below is a summary of the latest file submission to i-Connect for the selected payroll.
You may proceed with the processing of this submission by clicking the 'Proceed' button, or alternatively cancel the submission by clicking 'Cancel'.

File Name	Period End Date	Expected Submission Date	Submission Date	Submission Type	Status
O:\iConnect\Product\COA\Release 2018.2\Test Files\JD\12 Months\August 2018 Omitted Members.csv	31-08-2018	31-08-2018	29-06-2018 15:54:10	Payroll Upload	Pending

Submission Statistics

Total Number of Payroll Members Tracked by i-Connect: 12

! Omitted Payroll Members (present on a previous submission, and no leaver event processed): 2

Payroll Members submitted this period	10	Payroll Members in Error	0	Accepted for Processing	10
Pensionable Pay (Period)	£28,250.00	Employee Main Contributions (Period)	£1,082.50	AVCs (YTD)	£503.25
Main CARE Pay (YTD)	£118,500.00	Employee Main Contributions (YTD)	£7,326.25	Add Conts/ARCs (YTD)	£553.25

Clicking the warning message to display a list of the omitted members:

Omitted Members

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

Omitted members are carried forward each pay period, until they re-appear on the payroll extract file, when normal processing is resumed.

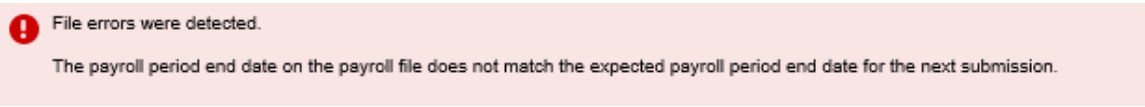
If the omitted members are no longer active on the payroll system they can be deleted by ticking the 'Delete?' check box and clicking the 'Delete' button. The deletion option is only available when the submission status is 'Pending'.

Please note that you should notify the fund if you are intending to delete omitted members, as they may need additional information from you to process any leaver entitlements.

9 FAQs


This section provides details of the possible error messages that can be displayed by i-Connect while the payroll extract file is uploaded, validated and the events detected.

9.1 File Upload Errors

<p>I see the following message when uploading a file.</p>		<p>i-Connect is expecting a file with a different payroll period end date to be uploaded. The previous month's file may have been uploaded instead of this month's file.</p>
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I see a message about data formatting errors in the file.

 File errors were detected.
Data formatting error found on line(s): 2.

There are issues with the structure of the file, for example, missing columns or one or more of the records in the file has an issue. Common examples include


- '£' formatting in currency fields
- gender decoded in full
- incorrect date formats.

Please contact your administering authority if you are unable to identify the error.

I see a message about the file containing duplicate members.

Latest Upload

Below is a summary of the latest file submission to i-Connect for the selected payroll.

File Name	Period End Date	Expected Submission Date	Submission Date
O:\iConnect\Product\CQA\Release 2018.2\Test Files\JD\12 Months\August 2018.csv	31-08-2018	31-08-2018	29-06-2018 16:29:40
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	Payroll Members in Error	Accepted for	
Pensionable Pay (Period)	Employee Main Contributions (Period)	AVCs (YTD)	
Main CARE Pay (YTD)	Employee Main Contributions (YTD)	Add Concs/Af	
50/50 CARE Pay (YTD)	Employee 50/50 Contributions (Period)	Shared Cost.	
	Employee 50/50 Contributions (YTD)	Shared Cost.	
	Employer Contributions (Period)	Employee AP	
	Employer Contributions (YTD)	Employee AP	
Submitted By User	qatflake	Processed By User	
 File errors were detected. The payroll file contains duplicate members that are linked to the same employment on line(s): 2,3			

Duplicate members are reported if a member has been re-matched on the target system, but the member still has two records on the payroll extract file, both with the same NI Number, but one with the previous post number (processed as a leaver on the payroll system), and the second as the new active post with the new payroll reference. It will not be possible to proceed with the file upload until the duplicate records have been identified and deleted from the payroll extract file.

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These errors are identified from the initial validation of the file and prevent the file from being uploaded. They must be resolved before the file can be successfully uploaded.

Error text	Description
INSUFFICIENT NUMBER OF COLUMNS	Insufficient number of data columns found on line(s): {0}.
BAD IDENT	Missing or invalid member identifier on line(s): {0}.
GENERIC VALIDATION ERROR	One or more fields failed validation on line(s): {0}.
DATA DECODE ERROR	Data formatting error found on line(s): {0}.
BAD NI NUMBER	Missing or invalid NI number on line(s): {0}.
NO PERIOD ENDS	The payroll file does not contain a payroll period end date.
MULTIPLE PERIOD ENDS	The payroll file contains more than one payroll period end date.
PERIOD END DOESN'T MATCH	The payroll period end date on the payroll file is not the expected payroll period end date for this submission.
NO INCOMING MEMBERS	The payroll file does not contain any members.
MEMBER DATA REQUEST ERROR	An error occurred when retrieving member data from the target system. Please contact your system administrator.
INTERNAL PROCESSING ERROR	An internal processing error has occurred with your payroll file. Please contact your system administrator.

10 Want to Know More?

Look at these guides:

- [i-Connect Login Guide](#)
- [i-Connect Online Return Guide](#)
- [i-Connect Onboarding Guide](#)
- [i-Connect Reporting Guide](#)

i-Connect
File Upload Guide



Aquila Heywood