EMPLOYER FACTSHEET

Exception reports

Exception reports are the spreadsheets we send to employers if we have queries after processing the monthly return. They relate to new starters, leavers or hour changes. We will email your finance contact to let them know they are available on the employer portal, but anyone with a login to the portal can also view the reports.

To access the reports log into the portal and on the left hand menu click 'View Location Details' then 'Paylocation' and chose the employer you want to pick up the reports for. Four tabs will appear under the employer name. Click on 'View Documents', you will then see the exception reports and other documents listed in date order. You can open the exception report by double clicking the relevant document type or clicking on view document. The report will then open in Excel.

The exception reports available for the monthly returns are:

1. PT Hour Mismatch

When we have processed your monthly return we compare the information provided to the information we hold on our system. If the hours you have provided don't match the ones on our system a PT Hours Mismatch will be created.

You must look at each of these errors and provide WYPF with the correct information.

For straight forward hours changes you can just add the date of the change to the spreadsheet and return to us for processing.

For more complicated changes please complete a record maintenance web form on the member's record in the portal.

If you use the PT Hours Mismatch spreadsheet, you must NOT add notes or change any of the columns. The only thing that should be put on the spreadsheet is the date of change. If you need to add notes please complete a record maintenance web form. You should ensure that all members on the spreadsheet have been completed with a date of change.

Hours are represented as decimals. WYPF will record 15 hours and 45 minutes as 15.75.

Common problems

Make sure the correct indicator for full time or part time hours is shown on your monthly return. These columns are often transposed and will result in an error.

The PT Hour Mismatch exception reports relate to particular months, so it may be that since submitting that particular monthly return you have done an hour change on the portal. In which case the hours will now be correct.

Use the most recent PT Hour Mismatch report as your starting point.

2. New starter report

If we don't have a match for a member on your monthly return with the members on our system we will create a new record and set them up as a new starter.

You don't need to send us any further information for these members, you only need to check that everyone on the list is a genuine new starter and not been set up in error. If you are happy with all of the members on your new starter report you do not need to do anything.

If you have members who have been set up in error please contact us so that we can arrange for them to be deleted.

Common problems

A new starter can be created when it should be a continuation of jobs:

- Promotions/change of job within the same organisation – if the employment is consecutive and the pay has increased just amend the payroll number and job title if necessary and provide the information for the month of change on one single line for both posts

- If the member has a change of payroll number or job title part way through the month, return them on the same line as it is one continuous employment.

3. Leaver notifications required

If you have told us that a member has left the pension scheme or a member no longer appears on your monthly return but we still hold an active record for them, we will notify you that we need a leaver notification completing on the portal.

If the member has not left the scheme, please provide WYPF with an explanation as to why they do not appear on the monthly return.