

## Admin Referral workflow – submitting your final statement

The *Admin Referral* workflow in ESS allows you raise a query securely with the Fund. Any documentation with sensitive data should be submitted through this workflow.

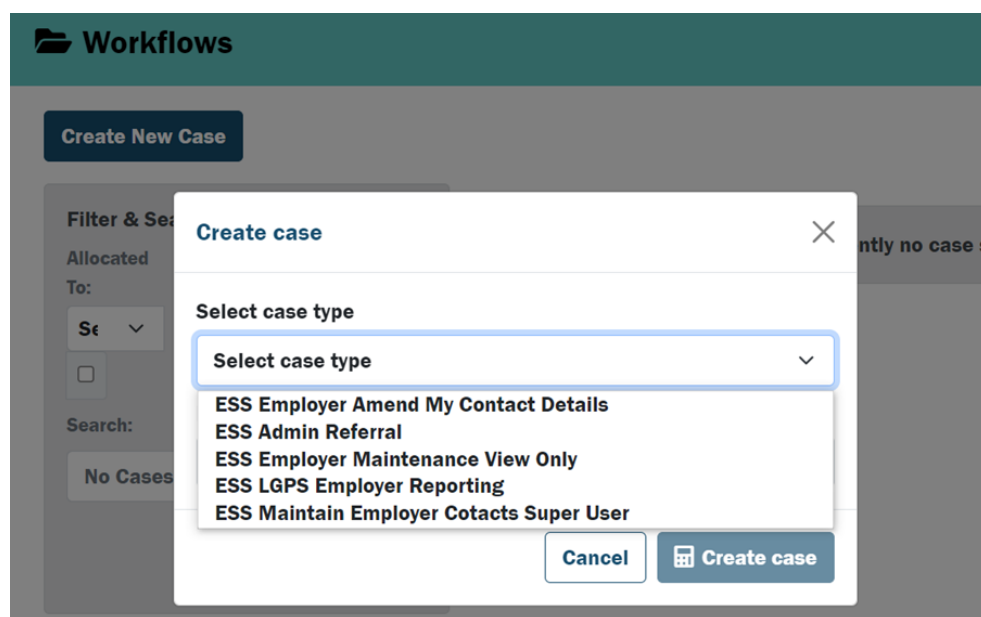
We are asking for your 2023/24 final statements to be submitted via this workflow.

### Final statement requirement reminder

- Final statements will only be accepted in the [Fund's format](#).
- Final statements *must* be submitted as the Excel version (accompanying signed PDFs will be accepted but *cannot replace* the Excel version).
- One final statement per scheme employer must be submitted, i.e., if you are an academy chain with five academies in the scheme, five final statements must be submitted.
- The deadline for submission of your final statement(s) is 31/05/2024.

### Starting the Admin Referral workflow

Start an *Admin Referral* workflow by selecting the “Create New Case” option in the *Workflows* tab and selecting “ESS Admin Referral” from the drop-down menu.



At this point you will need to enter a case title:

**Please enter the Case Title in the format *Final statement 2023/2024 (employer reference number)***

For example: *Final statement 2023/2024 Employer 1234*.

Clicking “Create Case” will create a new *Admin Referral* case which will need to be picked up from the *Workflows* case list.

Workflows

Create New Case

Filter & Search options

Allocated To:

Select...

▼

□

Case Type:

Select...

▼

□

Status:

Select...

▼

□

Search:

No Cases Found

Clear

Submit

Sort by

Newest first

Oldest first

Reallocate Case...

ESS Admin Referral Workflow

Final statement 2023/2024 Employer 9997

Non member

Case ID

Assigned To

210814

BATCKEMPLOYER1

Start Date: 1 March 2024

Action Required

Clicking on the relevant case will launch the workflow. You can then follow the steps below.

- When you launch the workflow you will be given a brief description of what the workflow is for. This will also display the Case ID. **Please record this case ID for your records, as this is how individual Final statements can be identified if they need to be queried with the Fund.**

## Case ID : 112622

**Start Employer Workflow**

### Workflow Information

This workflow allows you to raise a query with the admin team. This could be a general enquiry or a query which relates to a member. You will be able to upload documents as part of the process.

Refresh

Next ☐

2. To submit your final statement:  
Select the relevant employer from the Employer drop-down menu.  
Select "Employer Case" from the *Employer or Member level* drop-down menu.  
Do not enter any data in the *Identity Check* fields.  
Select "Search if Member or proceed for Employer" from the *Select Action* drop-down menu.  
Click "Submit" to move the workflow onto the next stage.

**Admin Referral Workflow - Identity Verification Inputs - Employer: 9997**

**Employer**

Employer\*

9997 - DEXTERS LTD

**Member (If relevant)**

Employer or Member level?\*

Employer Case

**Identity Check (Min 1.00 items required)**

Member Number

Forename

Surname

NI Number

Date of Birth

1st Line of Address

Postcode

**Process Option**

Select Action\*

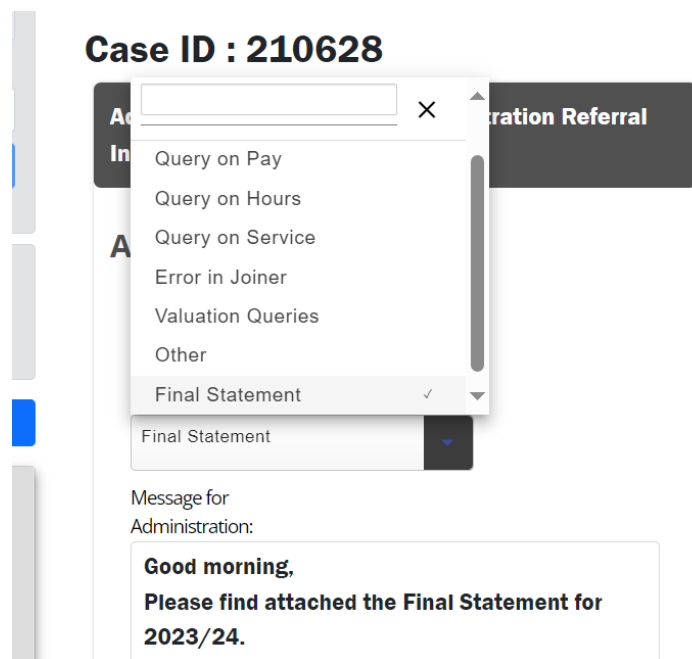
Search if Member or proceed for Employer

Refresh

Submit

- On the next screen select “Final Statement” from the *Reason for Referral* drop-down menu so that the case can be allocated to the appropriate WMPF team.

In the *Message for Administration* box please inform us that you are submitting your final statement.



Upload your final statement onto the Admin Referral by clicking “Choose File” and navigating to the appropriate file in its saved location.

The *File Title* should be in the same format as the *Case Title* above, i.e. *Final statement 2023/2024 (employer reference number)*.

Important: Final statements *must* be submitted as the Excel version (accompanying signed PDFs will be accepted as a second file but *cannot replace* the Excel version).

### Attach Documents

If Uploading a Document Please Enter a Title.

File 1 to Upload:

Choose File

No file chosen

File 1 Title:

File 2 to Upload:

Choose File

No file chosen

File 2 Title:

File 3 to Upload:

Choose File

No file chosen

File 3 Title:

### Admin Case Options

Admin Case Options \*

Continue

Refresh

Next

4. Once you have entered your message to the Fund as above and have uploaded the Final statement to the case, please select “Continue” under “Admin Case Options” and click “Next”. The query will then be sent to the Fund.

### Admin Case Options

Admin Case Options \*

Continue

Reset

Next

Upload Additional Documents

Continue

Queries returned by the Fund


Once your Admin Referral query has been assessed by the Fund, and necessary actions taken, it will be returned into your Workflows tab. You can open this to view the Fund’s response by clicking on the case tab.

Case ID : 210814

Admin Referral Workflow - Employer Review Response - Employer: 9997

History

Administration Referral History:

 MessageHistory.pdf

Admin Response:

Admin Response:

Good afternoon,  
I can confirm receipt of your final statement. Please close this workflow as no further action is required from you.  
Kind regards  
WMPF Team

Attach Documents:

If Uploading a Document Please Enter a Title.

File 1 to Upload:

Choose File

No file chosen

File 1 Title:

File 2 to Upload:

Choose File

No file chosen


File 2 Title:

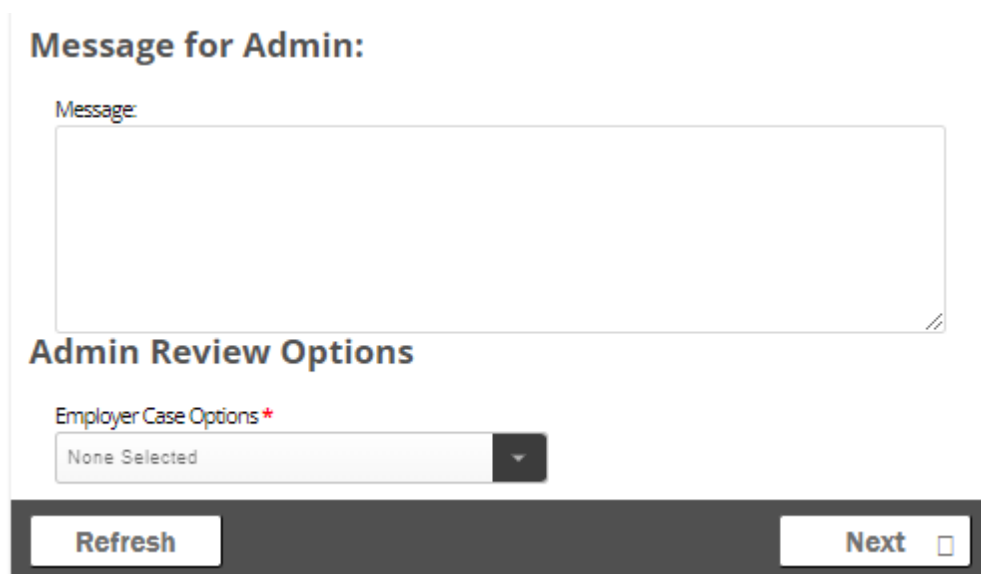
File 3 to Upload:

Choose File

No file chosen

File 3 Title:

West Midlands Pension Fund



**Message for Admin:**

Message:

**Admin Review Options**

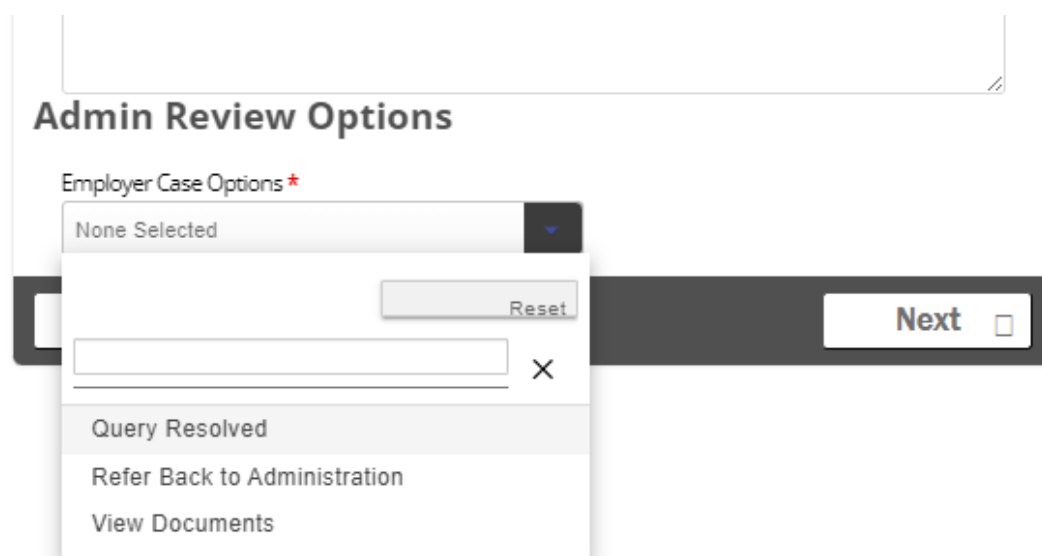
Employer Case Options \*

None Selected

**Refresh** **Next**

You can open the case by clicking on it, which will open the above page. Our response will be located under “Admin Response”.

If the Final Statement has been accepted you will receive a message similar to the above. You can then select “Query Resolved” under “Employer Case Options” to close the case.



**Admin Review Options**

Employer Case Options \*

None Selected

Reset

Next

Query Resolved

Refer Back to Administration

View Documents

If the message indicates a response is needed, you can respond to us through the case.

You can download the MessageHistory PDF by clicking on it. This displays a list of all messages sent during the case.

The Admin Response message will indicate if we have attached any documents to the case. You can view attached documents by selecting “View Documents” under “Employer Case Options” and clicking “Next”.

You will be invited to choose a document to view. You can choose which document to view by selecting it in the “Document” drop-down menu, then clicking “Continue”.



Case ID : 210814

Admin Referral Workflow - Select a Document to View - Employer: 9997

Select a Document to View:

Document: \*

None Selected

Reset

X

4ab3af06-a4c1-471f-a0df-1793e52eaa1a\_Message Report

e8ca0ee2-6581-4d48-bfb6-439093c4c444\_Final Statement 23

24 Employer 9997


690d82a5-7155-4a0f-97e3-8ad84e2c4085\_Final statement - queries highlighted

The document will then be made available for you to download and view.

Admin Referral Workflow - Display Document - Employer: 9997

Click the link to access the document:

Downloaded Document

 Final statement queries.xlsx


Do you want to view another document?

Option: \*

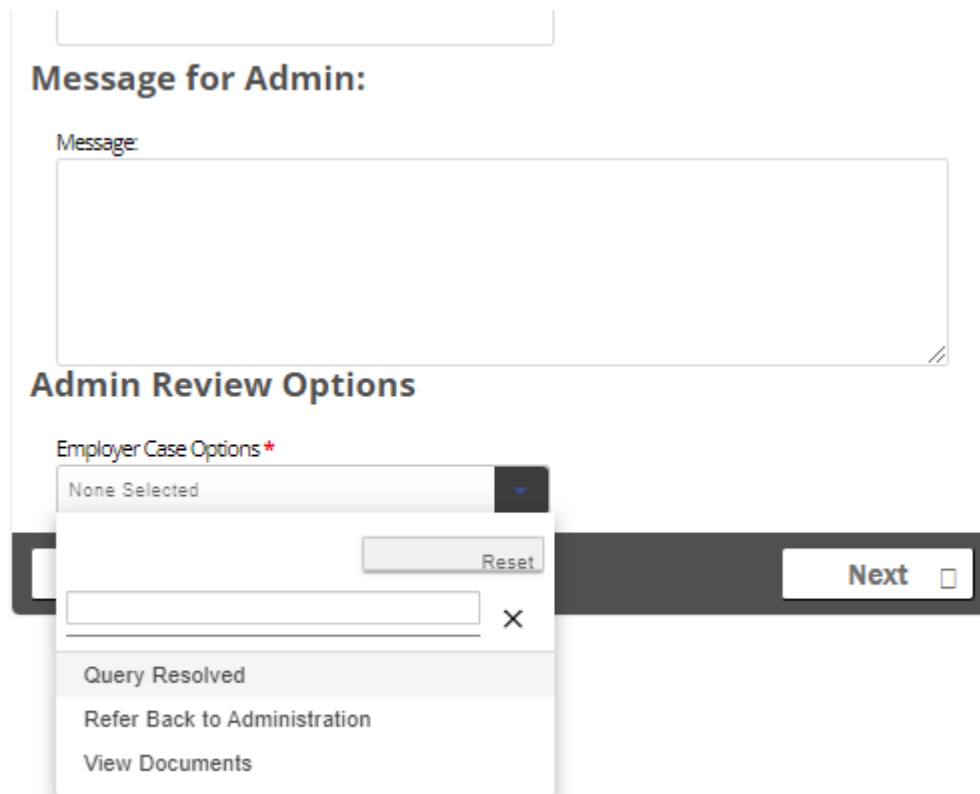
No

Refresh

Continue

West Midlands Pension Fund

You can view another document by selecting “Yes” from the “Option” drop-down and clicking “Continue”. This will return you to the “Select a Document to View” page. Alternatively, you can select “No” and then “Continue”, which will return you to the “Employer Review Response” page.



The screenshot shows a web form titled "Admin Review Options". At the top, there is a "Message for Admin:" section with a text area labeled "Message:". Below this is the "Admin Review Options" section, which contains a dropdown menu labeled "Employer Case Options \*". The dropdown menu is open, showing three options: "Query Resolved", "Refer Back to Administration", and "View Documents". The "None Selected" option is currently visible in the dropdown. To the right of the dropdown is a "Reset" button. Below the dropdown is a "Next" button with a right-pointing arrow. The form is set against a light gray background with a dark gray footer bar.

If you have further queries for us or we require a response, you can type a message in the “Message for Admin” box, then select “Refer Back to Administration” under “Employer Case Options” and click “Next”. This will return the query to us. This can be done multiple times until the query is resolved. If query has been resolved to your satisfaction, you can select “Query Resolved” in the “Employer Case Options” drop-down, then click “Next”. This will close the Admin Referral workflow.

## Case ID : 127792



The screenshot shows a dark gray header bar with the text "Robot Step" in white. Below the header is a white box with the text "Step is completed." in bold. At the bottom of the white box is a dark gray bar with a white "Refresh" button.