



Employer Hub Training Guide

S10 Member Details Changes

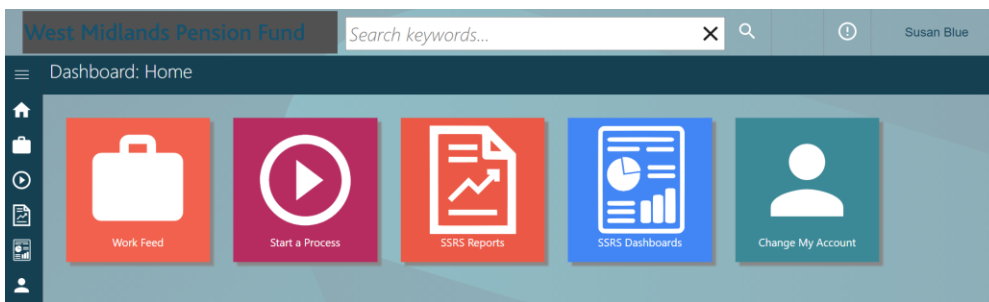
This guidance document has been created to support you in submitting to S10 member details changes to the Fund.

An S10 is a form that you send to us detailing the following changes to a member's record:

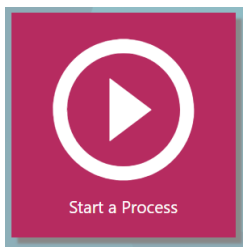
- Personal details (title, name, marital status, change of address: please note that these details cannot currently be changed through the monthly data file)
- Contribution details (contribution rate, 50/50 Scheme membership)
- Service details (hours changes, break in service)

To change a member's title, name or contact information (telephone number or email address) you can also use the 'Update Details' process directly from a member's record, rather than submit an S10.

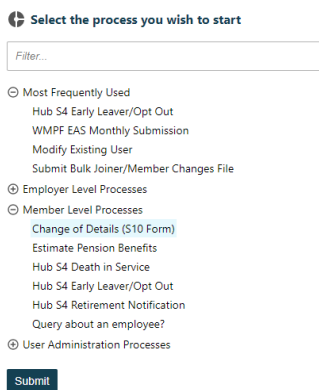
1. Log into Employer Hub



2. Click on the *Start a Process* tile



3. Select *Change of Details (S10 Form)* from the *Member Level Processes* menu and click *Submit*



4. When the search bar appears, enter the search criteria for the member whose details you wish to change (you can search using Surname, pension reference number, payroll number or National Insurance Number) and click on the magnifying glass to search for the member's record. When the search result is returned, click on the member's details to open the record

Choose Member to start Process against

★ Search for the Membership

red

MEMBERSHIPS (1 OF 1)

Mr Dennis Red: Membership (Active) Ref:10843511

5. Check the details on the membership screen and click *Submit* if you are happy that this is the correct record

Choose Member to start Process against

★ Search for the Membership

red

Basic Details

Full Name: Mr Dennis Red
Gender: Male
Date of Birth: 05/04/1998 (23 Years)
National Insurance Number: CC504633C
State Retirement Date: 05/04/2066
Communication: By Email
60 Mount Pleasant Way, Walsall, West Midlands, WV6 7QA

Folder Details

Membership Number: 10843511
Status: Active
Employer Name: Test Employer Hub
Date Joined Employer: 12/12/2016
Scheme Retirement Date: 05/04/2066

Additional Details

Employee Payroll No: 281322

Submit

6. Select the appropriate type of change from the available drop-down menus; in this case, we have chosen address. Enter the new address details in the *Postcode* and *House Name/Number* boxes and click *Find Address*

Last Modified: 08/04/2021, 10:50:38

Start Process

Starting Process...

★ Produce Document

Change Personal Details?

No

Is this a change of address?

Yes

Is the new address in the UK?

Yes

Please provide details of the new address by entering a postcode and using the 'Find Address' feature. The Fund uses the standard format maintained by the Royal Mail, which helps provide a faster response when we write to our members. Unless registered with the appropriate bodies, house names will not be shown.

New Postcode

House Name/Number

Find Address

7. Alternately, you can enter the new address manually using the data entry boxes

If you would prefer to enter a new address manually, please use the fields below:

New Address Line 1

New Address Line 2

New Address Line 3

New Address Line 4

New Address Line 5

Postcode

Effective Date
 📅

8. Complete any other data fields as necessary, then click *Submit* when you have made all required changes

Change Contribution Rate?

No ▾

Please complete the relevant fields if the member is changing to or from the 50/50 section membership

Is this a change to the 50/50 scheme?

No ▾

Please use these forms to notify us of any changes. You will need to click on the relevant tab(s) and complete the required fields. Please note further help and guidance is provided with each field.

Is this a change in hours?

No ▾

Please complete the relevant fields if you are informing us of any breaks in service due to Strike Breaks, Maternity Breaks etc. Once you have selected the reason for the break from the pick list, you will then be required to input the date the break commenced to the date the break ceased

Is this a Break in Service?

No ▾

Please press the submit button once you have completed the relevant tabs in this form.

Submit

9. Please note: the following steps must be completed to send the change request through to the Fund, regardless of whether the address has been changed or not otherwise the Fund will not receive the instruction. Click *Set process variable*

Work Item Processing: Web S10 Employer Change of Details
UPMFolder: Mr Dennis Red, 20825751: 10843511, (Status: Active), West Midlands Pension Fund: Scheme Local Government Pension Scheme [?] [?](#)

ACTIONS

- ★ Set process variable
- ★ Custom route condition - Future address change
- ★ Custom route condition - Auto address update
- ★ Go down next available route
- ◆ Check route

Check route

10. It will appear as though nothing has happened, but a time and date stamp will appear next to the stage action. Now click *Custom route condition – Future address change*

Work Item Processing: Web S10 Employer Change of Details
UPMFolder: Mr Dennis Red, 20825751:10843511, (Status: Active), West Midlands Pension Fund: Scheme Local Government Pension Scheme [?]

ACTIONS

- ✓ Set process variable (Susan Blue, 08-Apr-2021 11:05)
- ★ Custom route condition - Future address change
- ★ Custom route condition - Auto address update
- ★ Go down next available route
- ◆ Check route

Check route

11. Again, it will appear as though nothing has happened, but a time and date stamp will appear next to the stage action. Now click *Custom route condition – Auto address update*

Work Item Processing: Web S10 Employer Change of Details
UPMFolder: Mr Dennis Red, 20825751:10843511, (Status: Active), West Midlands Pension Fund: Scheme Local Government Pension Scheme [?]

ACTIONS

- ✓ Set process variable (Susan Blue, 08-Apr-2021 11:05)
- ✓ Custom route condition - Future address change (Susan Blue, 08-Apr-2021 11:05)
- ★ Custom route condition - Auto address update
- ★ Go down next available route
- ◆ Check route

Check route

11. A time and date stamp will appear next to the stage action. Now click *Go down next available route*

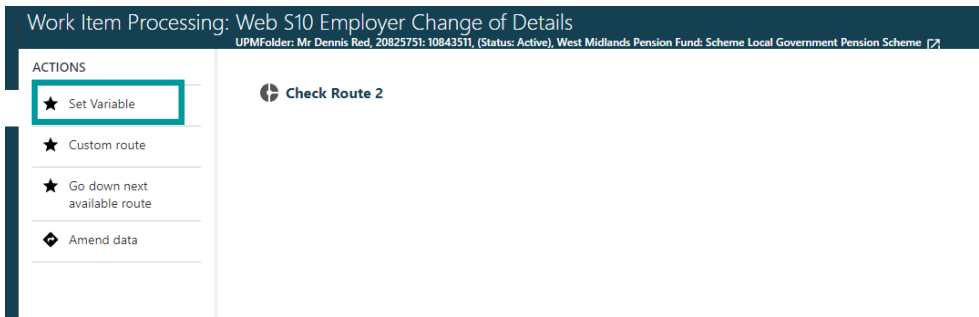
Work Item Processing: Web S10 Employer Change of Details
UPMFolder: Mr Dennis Red, 20825751:10843511, (Status: Active), West Midlands Pension Fund: Scheme Local Government Pension Scheme [?]

ACTIONS

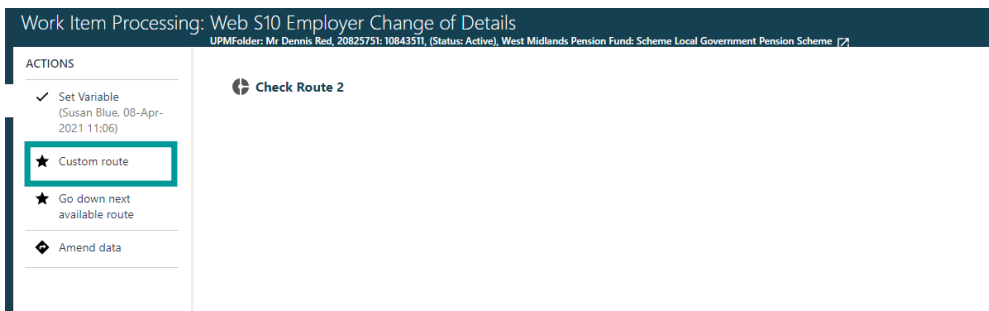
- ✓ Set process variable (Susan Blue, 08-Apr-2021 11:05)
- ✓ Custom route condition - Future address change (Susan Blue, 08-Apr-2021 11:05)
- ✓ Custom route condition - Auto address update (Susan Blue, 08-Apr-2021 11:06)
- ★ Go down next available route
- ◆ Check route

Check route

12. A new set of actions appears; click *Set Variable*



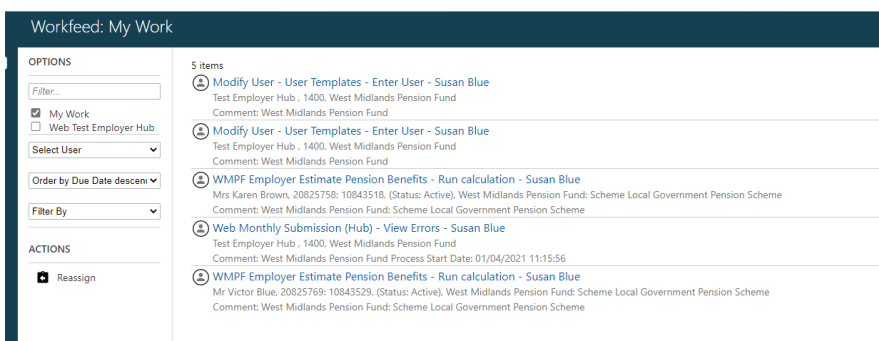
13. Again, a time and date stamp appears next to the stage action, click *Custom route*



14. A time and date stamp will appear next to that stage action, now click *Go down next available route*.



15. The process has now completed and been sent through to the Fund. You will be returned to your work feed



16. You can view a PDF version of the S10 that you have submitted by navigating to the member's record and clicking on the documents for that member

The screenshot shows the 'West Midlands Pension Fund' header with a search bar containing 'red'. Below the header is the title 'Membership Details: Mr Den Red: Membership (Active) Ref:10843511'. The page is divided into three main sections: 'Details' on the left with a sidebar containing 'Work Items', 'Documents' (highlighted with a red box), and 'Comments'; 'ACTIONS' in the middle with options like 'Open Member History Views' and 'Update'; and 'Basic Details' on the right listing personal information such as Full Name (Mr Den Red), Gender (Male), Date of Birth (05/04/1998), National Insurance Number (CC504633C), State Retirement Date (05/04/2066), and Communication (By Email).

17. Click once on the *Change of Details* document with the corresponding date of the process that you have just completed

The screenshot displays the 'Membership Documents: Mr Den Red: Membership (Active) Ref:10843511' page. On the left, there are 'OPTIONS' for filtering, ordering (set to 'Date descending'), and grouping. The main area shows a list of 9 items under the 'DYNAMIC WEB FORM' category. The first item, 'Change of Details (S10 Form) Dated 08/04/2021', is highlighted with a red box. Other items include multiple 'Hub S4 Early Leaver/Opt Out' documents and an 'Estimate Pension Benefits' document.

18. A PDF will be created and sent to the bottom of your browser window; double click on this to open it or click *Open File*. You can save the PDF locally if you want to, but a copy of the S10 will be saved on the member's record for you to access for as long as they are an active member.

This screenshot is similar to the previous one but includes a notification at the bottom of the browser window. A red box highlights a notification for 'document-38788804.pdf' with an 'Open file' link, indicating that the PDF version of the selected document has been generated and is ready for viewing.