



MCCLOUD BULK DATA IMPORT PROCESS

IMPORT HOURS AND SERVICE BREAKS FILES

About this guide

Background

When the 2013 LGPS Regulations were implemented on 1st April 2014, the main change to the scheme was from a Final Salary Scheme to a Career Average Revalued Earnings (CARE) Scheme. Transitional Protection ('The Statutory Underpin') was applied to members who were within 10 years of their Normal Pension Age (NPA) on 1st April 2012. This means that if a protected member's post-31st March 2014 benefits are more beneficial when calculated using the Final Salary method (accounting for hours worked and any breaks in membership) rather than using the CARE method, an 'underpin' will be applied to their CARE benefits. This check is to ensure that the member is not in a worse position under the 2013 Regulations.

The McCloud/Sargeant judgement relates to all public sector pension schemes, not just LGPS, and is a result of the underpin protection being judged to be unlawful discrimination because it doesn't apply to all members, irrespective of age. As a result, the remedy is that all members with active LGPS membership after the 31st March 2014 will require a recorded membership (hours/breaks) history from the 1st April 2014 onwards, not just the originally protected members.

This document will guide you through the upload process via Employer Hub. Supporting documentation for the file content and layout can be found on the Fund's [website](#), and the McCloud Team are available at WMPFMcCloud@wolverhampton.gov.uk to answer any of your queries. Please refer to the FAQ document available on our [website](#) before making contact, as this may answer your query.

Data will be collected in three stages:

- Stage 1 of the data collection requires hours and service breaks data to be submitted via Employer Hub for members between 1st April 2014 and 31st March 2021 by 12th November 2021.
- Stage 2 will require hours and service breaks data to be submitted via Employer Hub for members between 1st April 2021 and 31st March 2022 by 30th September 2022.
- For Stage 3, from April 2022, initial requirements confirmed that we intended to request hours changes and service breaks via the monthly data submission process with effect from April 2022; however, this change will now **not** be implemented from the April 2022 data submission (due by 19th May 2022). It is anticipated that we will request a further file be submitted to confirm any changes for the period 1st April 2022 to 31st March 2023. Clarification on how hour changes and service breaks are to be collected going forward will follow in the future.

Version Control

Version 2.1 January 2022 supersedes all previously issued versions.

This version contains changes to the data collection requirements for both 2021/22 data and the 2022/23 data on pages 2.

Important

- You are required to load one [Hours File](#) and one [Service Breaks File](#) per employer record (multiple employers' members cannot be loaded on a single file)
- Both files must be in *.CSV (Comma delimited)* format
- Only one hours process and one service breaks process can be started per employer record
- Please ensure that:
 - *Payroll Ref 1* (Column H) is populated, and that *Payroll Ref 2* and *Payroll Ref 3* (Columns I and J) are left blank. Do not complete or delete these two columns;
 - *DOB* and *Date* fields are in the correct date format (DD/MM/YYYY);
 - if members are part-time, that the *Part-Time Indicator* (column N) is entered as 'P' in the [Hours File](#);
 - if members are part-time, that the hours columns (Columns P and Q) on both the [Hours File](#) and [Service Breaks File](#) are populated;
 - the *Whole-time equivalent hours denominator* (Column Q) is populated with each member's standard working hours for all rows on both the [Hours](#) and [Service Breaks Files](#);
 - there is one line of data per employment, per hours change and/or per service break;
 - **all members, and all employments for each member, are included in the [Hours File](#), irrespective of whether they have changed hours or not, for all employments that were active for any period of time between 1st April 2014 and 31st March 2021;**
 - **only members (one line per employment affected) that have had a service break in any active employments between 1st April 2014 and 31st March 2021 are included in the [Service Breaks File](#).**

The process consists of two parts, with three stages in each part. **You are required to complete both parts, even if you do not have a service breaks file to upload** (the process will not complete if you do not confirm within the Service Breaks part that there is no file to submit):

File	Stage	Action
Hours	Stage 1	Select and upload your Hours File
	Stage 2	Undertake data correction
	Stage 3	Submit the data to the fund
Service Breaks	Stage 1	Select and upload your Service Breaks File or confirm no service breaks file to load
	Stage 2	Undertake data correction
	Stage 3	Submit the data to the fund

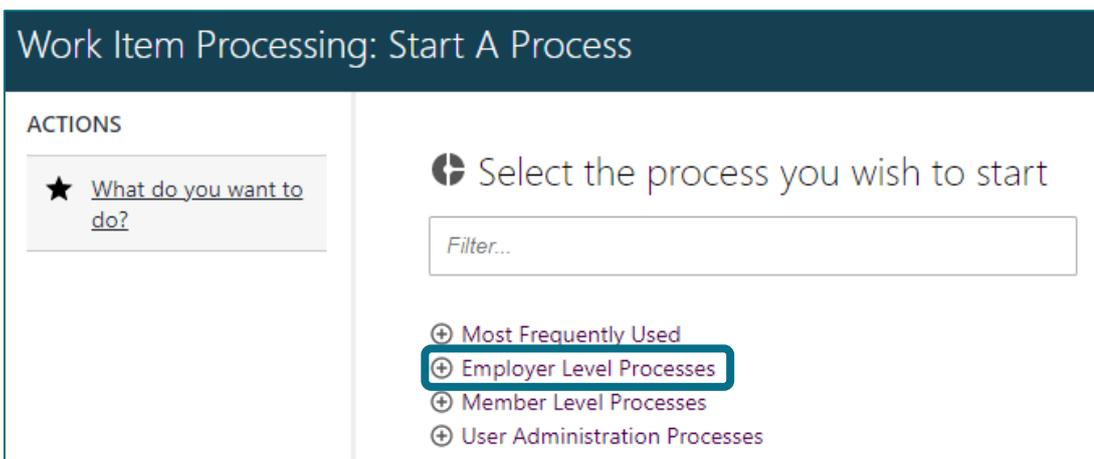
- * **IMPORTANT: If you have access to Hub but you outsource your payroll to a 3rd party provider, and they usually submit your monthly return via Employer Hub on your behalf, the process will need to be manually re-routed to your workfeed once you have started the process. Please contact WMPFMcCloud@wolverhampton.gov.uk if this applies to you.**
- * **If you do not have access to Hub but need to submit a file, please contact WMPFMcCloud@wolverhampton.gov.uk.**

The Process

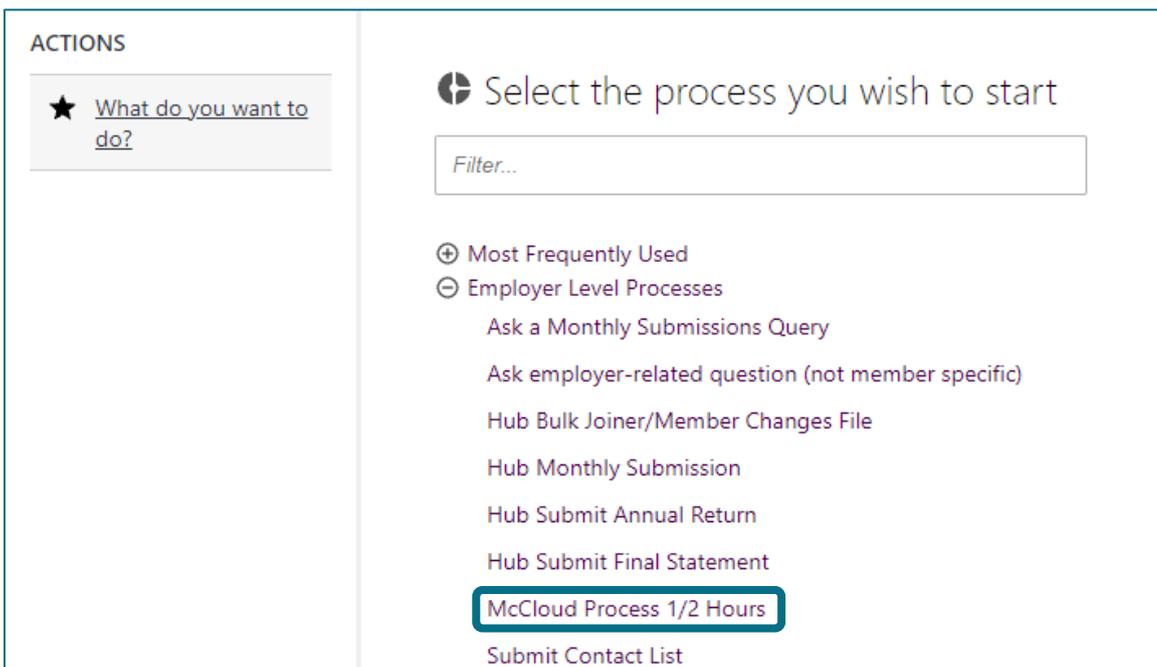
1. Log into Employer Hub and click on the *Start a Process* tile



2. Click on the (+) symbol next to *Employer Level Processes*



3. Click once on *McCloud Process 1/2 Hours*



4. Use the search box to enter the name or employer reference for the relevant employer record and click on the magnifying glass to return the record

IMPORTANT: If you have access to Hub but you outsource your payroll to a 3rd party provider, and they usually submit your monthly return via Employer Hub on your behalf, the process will need to be manually re-routed to your workfeed once you have started the process: please contact WMPFMcCloud@wolverhampton.gov.uk if this applies to you.

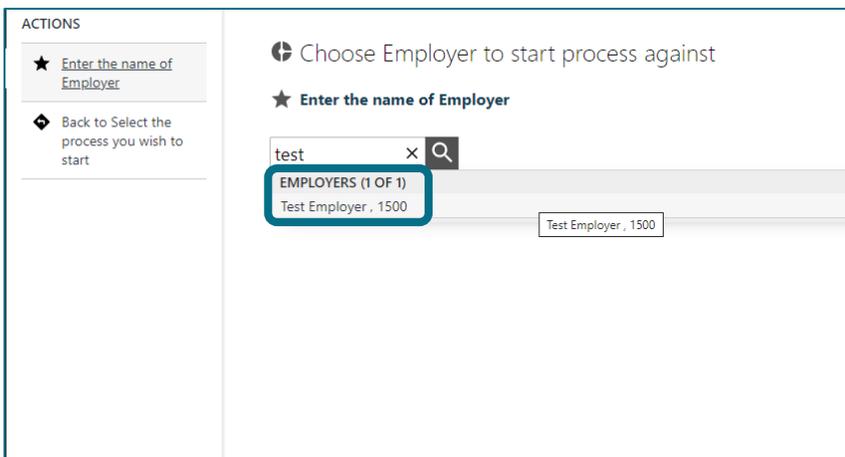


Choose Employer to start process against

★ Enter the name of Employer- If you do not normally do Monthly Submissions for this employer, please contact the Fund before selecting submit.

Search keywords..X

5. Click on the relevant employer record



ACTIONS

- ★ Enter the name of Employer
- ◆ Back to Select the process you wish to start

Choose Employer to start process against

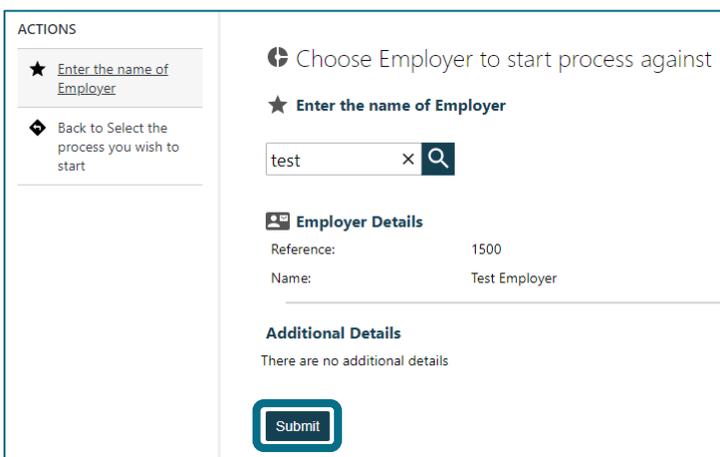
★ Enter the name of Employer

test

EMPLOYERS (1 OF 1)

Test Employer , 1500

6. If you are happy that this is the correct employer record to submit the Hours File to, click on *Submit*



ACTIONS

- ★ Enter the name of Employer
- ◆ Back to Select the process you wish to start

Choose Employer to start process against

★ Enter the name of Employer

test

Employer Details

Reference: 1500

Name: Test Employer

Additional Details

There are no additional details

Submit

7. The process will be created and sent to the corresponding employer group workfeed—you will need to allocate the process from the employer group workfeed to yourself, or whoever will be completing the file upload.

You are automatically directed to your own workfeed:

OPTIONS

Filter...

My Work
 Web Test Employer HUB

Select User ▼

Order by Due Date descen ▼

Filter By ▼

ACTIONS

Reassign

8. Remove the tick from *My Work* and select the box next to the relevant employer group workfeed

OPTIONS

Filter...

My Work
 Web Test Employer HUB

Select User ▼

Order by Due Date descen ▼

Filter By ▼

ACTIONS

Reassign

9. The *McCloud Process 1 of 2 Hours* will appear at the top of the employer group workfeed—click once in the box to the right of the process name (1) (a tick will appear in that box) and click *Reassign* (2)

OPTIONS

Filter...

My Work
 Web Test Employer HUB

Select User ▼

Order by Due Date descen ▼

Filter By ▼

ACTIONS

Reassign 2

1 items

McCloud Process 1 of 2 Hours - Choose Route - Web Test Employer HUB New Item

Test Employer , 1500, West Midlands Pension Fund
Comment: West Midlands Pension Fund

Due date: 05/10/2021
Start date: 05/10/2021

1

10. Click once on the user that the process should be allocated to

11. When the process has left the employer workfeed, you will need to return to your workfeed to continue the process by removing the tick from the employer name and adding a tick next to *My Work*

12. Click once on the *McCloud Process 1 of 2 Hours* to open it and proceed to load the Hours File

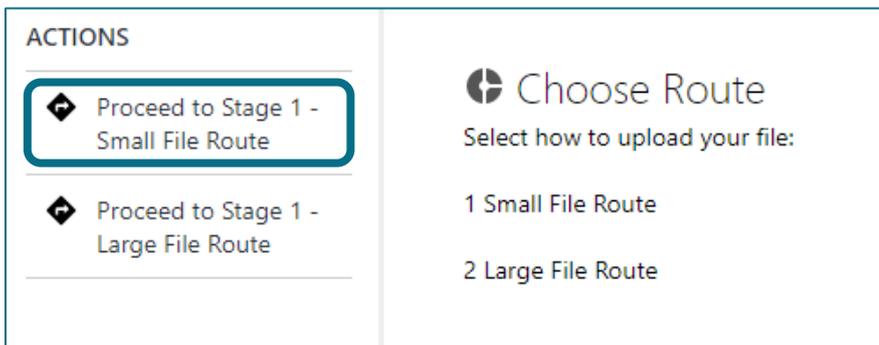
Part 1 – Hours File Stage 1 – Upload the file

Select the file route required

- **Small file route:** recommended for files containing fewer than 100 rows. Estimated completion time 5 minutes. When the file is loaded, the process will run the validations immediately. You will not be able to undertake any other processes or actions in Employer Hub whilst the process is being undertaken.
- **Large file route:** recommended for files containing more than 100 rows. When the file is loaded, the validations will run in the background and return the process to your workfeed once complete. You are able to perform other actions or processes or whilst the file is being validated. Please note that you will not receive a notification when the validations are complete, so it is recommended that you periodically check your workfeed for the returned process.

This guide demonstrates the *Small File Route*

13. Select *Proceed to Stage 1 – Small File Route*



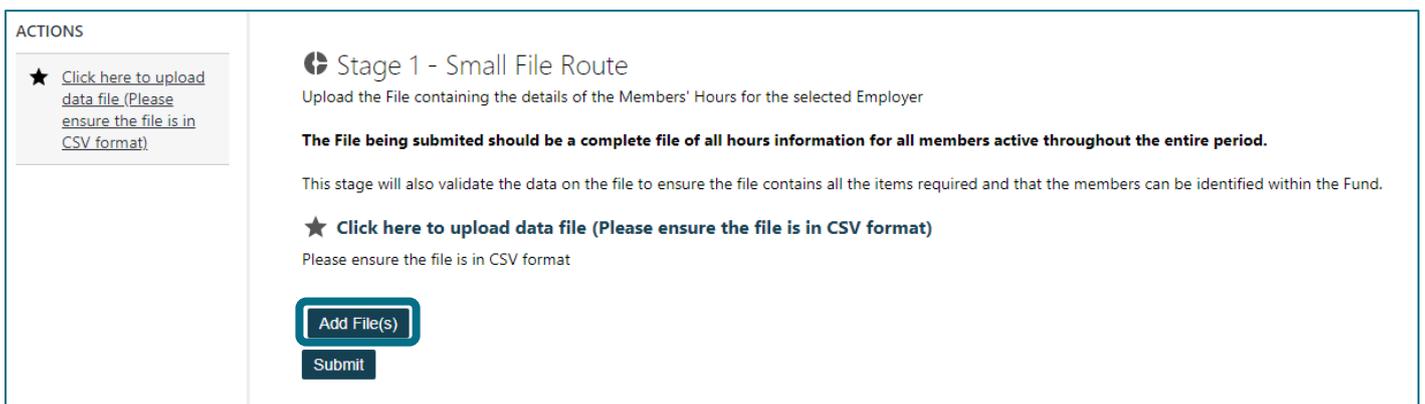
ACTIONS

- Proceed to Stage 1 - Small File Route**
- Proceed to Stage 1 - Large File Route

Choose Route
Select how to upload your file:

- 1 Small File Route
- 2 Large File Route

14. Click once on *Add File(s)*



ACTIONS

- ★ [Click here to upload data file. \(Please ensure the file is in CSV format\)](#)

Stage 1 - Small File Route
Upload the File containing the details of the Members' Hours for the selected Employer

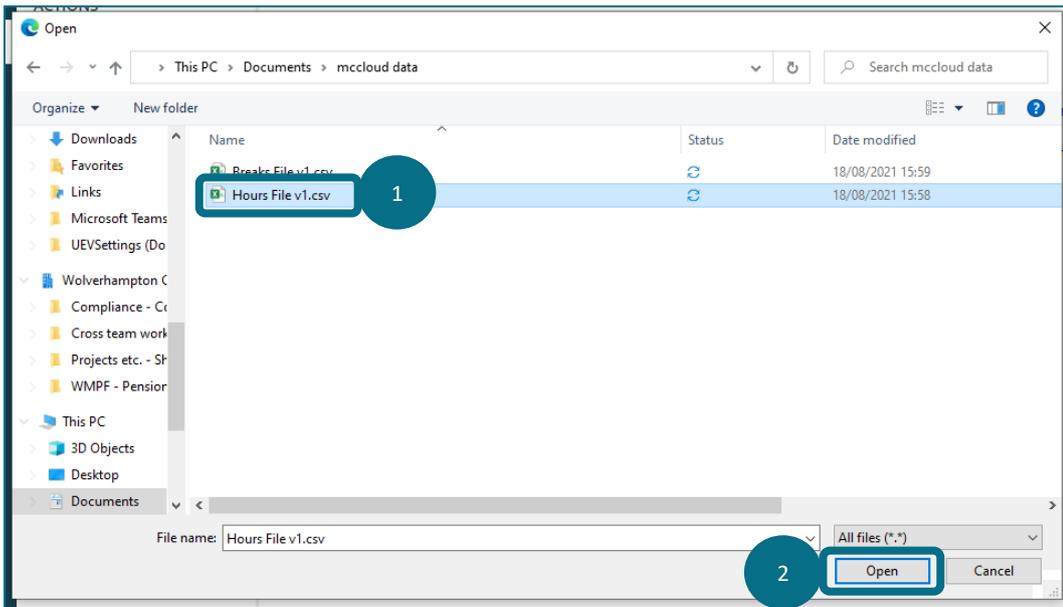
The File being submitted should be a complete file of all hours information for all members active throughout the entire period.

This stage will also validate the data on the file to ensure the file contains all the items required and that the members can be identified within the Fund.

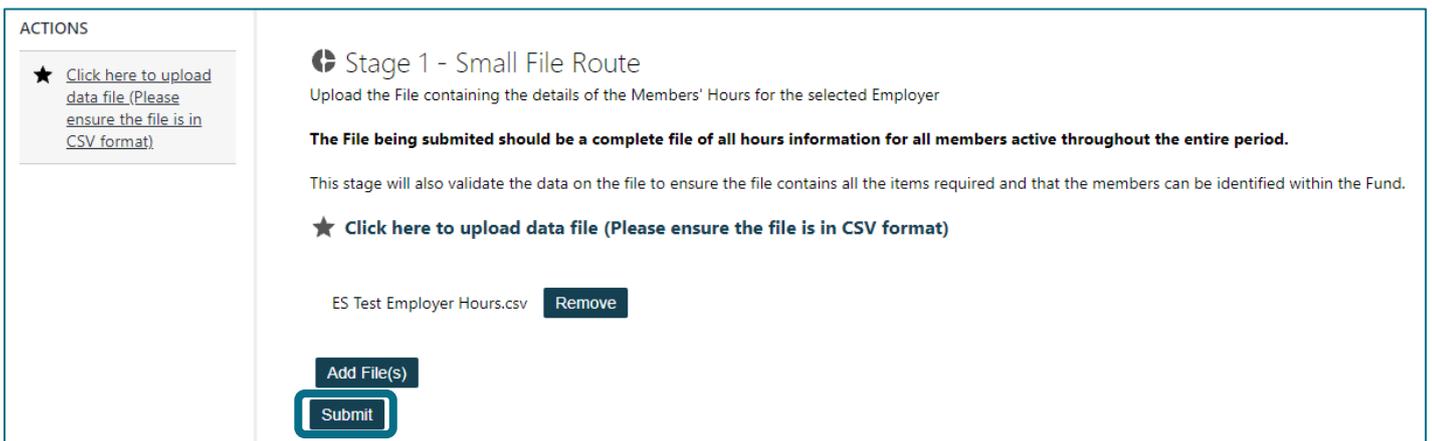
★ **Click here to upload data file (Please ensure the file is in CSV format)**
Please ensure the file is in CSV format

Add File(s)
Submit

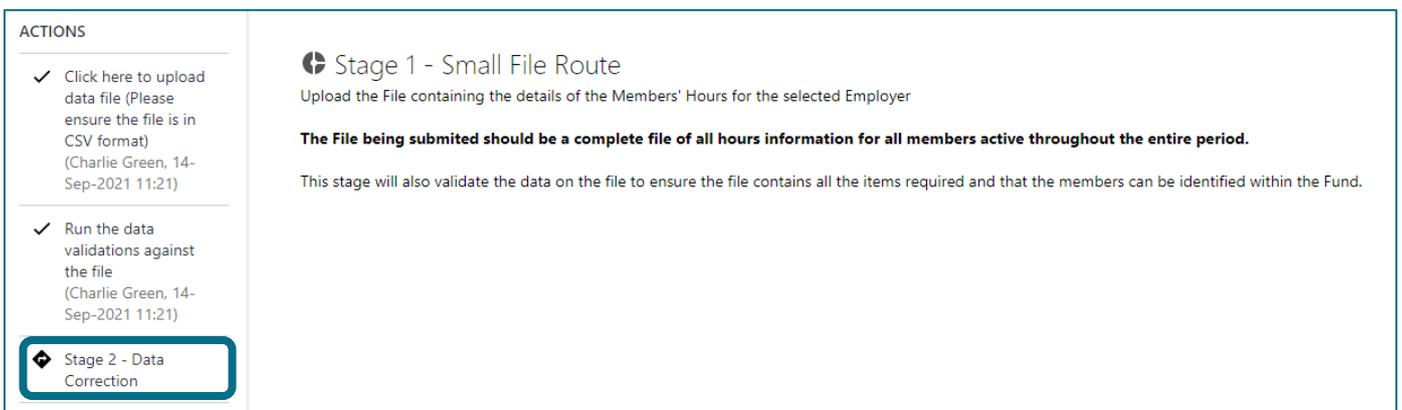
15. Use the browse window to navigate to your saved Hours File in CSV (Comma delimited) format (1) and click *Open* (2)



16. Click *Submit*



17. Once the file has been uploaded select *Stage 2 - Data Correction* to review your file



Part 1 – Hours File Stage 2 – Data correction

The Stage 2 – Data Correction screen will appear to allow you to correct any errors

ACTIONS
Last Modified: 28/09/2021, 09:55:47

★ View/Edit Data on the file

◊ Reject and Rollback Imported Data

Stage 2 - Hours Data Correction

The data has been validated.

All errors should be resolved before proceeding to Stage 3 with the exception of the following "WMPF" errors which will be reviewed by the Pension Fund:

Please do not delete any of the "WMPF" errors from the file

- WMPFUNAP - Member has unauthorised data on the Service record
- WMPFFAF - Find a Folder Logic Errors
- WMPFC - Concurrent membership
- WMPFNAF - Aggregated Membership

If any warnings (!) appear please check you are happy with this data before submitting.

If you wish to correct errors outside the system, use the Reject and Rollback Imported Data action to reload the corrected file.

★ View/Edit Data on the file

To edit, select each row in turn and select 'Edit row'. If you correct any errors you will need to revalidate each corrected row. Once each row has a tick in the Valid column (other than the errors to be reviewed by the Pension Fund as listed above) select Close and move on to Stage 2.

Add row	Edit row	Delete row	Close					Error Messages	Executed	Modified?
Select	Valid?	Line	NINO	Surname	Pensionrefno	Payrollref1				
<input type="radio"/>	X	1	NX218087B	Black		254776	Error: Error 8: UPM folder reference is not present on data file (should be 0 if not known) Error: WMPFUNAP: Member has unapproved service changes in another process			
<input type="radio"/>	X	22	YT399184A	Bronze	10857152	286718	Warning: Warning 5: Date of Birth on incoming file differs to DOB on the identified Person record Error: WMPFUNAP: Member has unapproved service changes in another process			
<input type="radio"/>	X	2	NX218087B	Black	10857135	254776	Error: WMPFUNAP: Member has unapproved service changes in another process			
<input type="radio"/>	X	3	PA599854A	White		257026	Error: Error 8: UPM folder reference is not present on data file (should be 0 if not known)			
<input type="radio"/>	X	8	NX156985C	Grey	10857138	220365	Error: Error 20: Part-time ind equal to P but Part-time hours numerator = 0			
<input type="radio"/>	X	9	xA857396C	Purple	90857139	286633	Error: WMPFFAF: Folder match not found. End validation checks.			
<input type="radio"/>	X	12	YT409857	Silver	10857142	295265	Error: WMPFFAF: Folder match not found. End validation checks.			

All errors must be corrected before you can proceed to Stage 3. However, any error that contains the prefix 'WMPF' as indicated below should be disregarded and will be reviewed by the Fund once the file has been uploaded.

Do not delete any of the rows, or attempt to correct any of the fields, that have the following errors:

Error Code	Error Reason
WMPFFAF	Find a Folder logic Error. We are unable to match your record
WMPFNAF	Member has aggregated their benefits, and this relates to a Non-Active Folder
WMPFUNAP	Unapproved data is on the member's service record
WMPFC	Member has concurrent service

If there are no errors for you to review, follow step [18a](#), and if there are errors that need to be corrected follow step [18b](#).

No errors displayed

18a. If the file contains no errors there will be a ✓ in the Valid? column for each row included in the file (with the exception of rows that have errors to be corrected by WMPF). Proceed to step [22](#).

Add row
Edit row
Delete row
Close

Select	Valid?	Line	Error Messages	Executed	Modified?
<input type="radio"/>	✓	1			
<input type="radio"/>	✓	2			

Go to page:

Filter by:

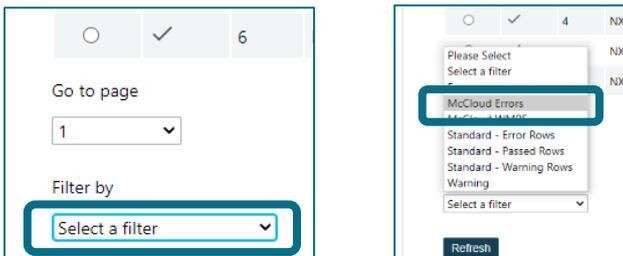
Errors displayed

18b. If any rows have failed validation a X will be visible in the *Valid?* column

A filter is available to allow you to filter out most of those rows that contain errors that must be rectified by you – scroll to the bottom of the screen and click on the *Select a Filter* down arrow, then click on *McCloud Errors*.

There may be some errors that are excluded by the filter, so it is recommended that you do a manual check for errors in the view as well as using the filter. Please note, some rows may have both a *WMPF Error* and a *McCloud Error* – the *WMPF Error* will still be visible when using the *McCloud Error filter*. If this is the case, please still disregard any error with the prefix *WMPF*.

Please see the errors table in [Appendix 1](#) for detailed error-resolution information.



Rectify each error in turn by selecting the line that needs to be corrected and clicking on *Edit Row* (1)

Note that there may be more than one page of errors – only fifteen errors are displayed on each page. You may need to move to other pages to review errors by using the *Go to page* drop-down box (2).

IMPORTANT: selecting *Reject and Rollback Imported Data* (3) will undo any corrections you have made and return you to the file upload screen. You may want to choose this option if you would prefer to do your error corrections outside of the process and re-import your corrected file.

ACTIONS

- ★ View/Edit Data on the file
- ◀ Reject and Rollback Imported Data

Stage 2 - Hours Data Correction
The data has been validated.

Errors should be resolved before proceeding to Stage 3 with the exception of the following "WMPF" errors which will be reviewed by the Pension Fund:

Use do not delete any of the "WMPF" errors from the file

- WMPFUNAP - Member has unauthorised data on the Service record
- WMPFFAF - Find a Folder Logic Errors
- WMPFPC - Concurrent membership
- WMPFNAF - Aggregated Membership

If any warnings (!) appear please check you are happy with this data before submitting.

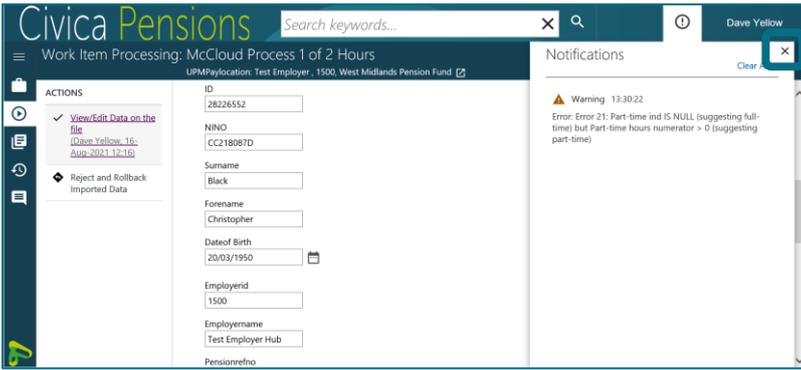
If you wish to correct errors outside the system, use the Reject and Rollback: Imported Data action to reload the corrected file.

★ **View/Edit Data on the file**
To edit, select each row in turn and select 'Edit row'. If you correct any errors you will need to revalidate each corrected row. Once each row has a tick in the Valid column (other than the errors to be reviewed by the Pension Fund as listed above) select Close and move on to Stage 3.

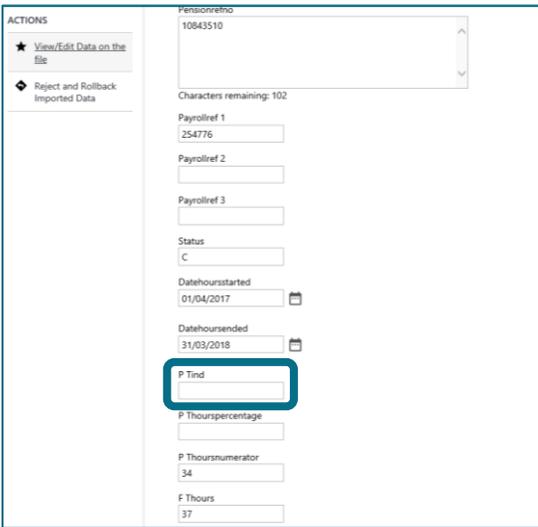
Select	Surname	Pensionrefno	Payrollref1	Error Messages	Executed	Modified?
<input type="radio"/>	NX218087B Black		254776	Error: Error 8: UPM folder reference is not present on data file (should be 0 if not known) Error: WMPFUNAP: Member has unapproved service changes in another process		
<input type="radio"/>	PAS99854A White		257026	Error: Error 8: UPM folder reference is not present on data file (should be 0 if not known)		
<input type="radio"/>	NX156985C Grey	10857138	220365	Error: Error 20: Part-time ind equal to P but Part-time hours numerator = 0		

Go to page: 1

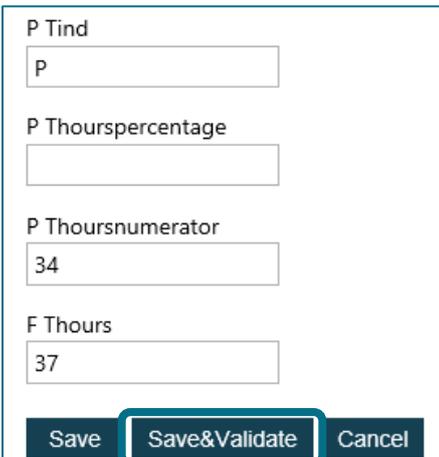
19. A data-editing screen will open, and a notification will appear on the right-hand side of the screen (this can be cleared by clicking the cross in the right-hand corner of the notification)



In this example the *Part-Time Indicator* was not entered into the file despite part-time hours of 34/37 being entered in the data row for the member



20. This can be corrected by entering 'P' in the *Part-Time Indicator* box. If there are multiple errors for the same member data row, these can be corrected at the same time. When all errors have been corrected, click on *Save and Validate* (do not click just *Save* as the error will not be re-validated, and will still present as an error, thereby preventing you from submitting your file)



21. You will be returned to the previous screen, and a tick will appear in the corrected row in both the *Valid?* And *Modified?* Columns

Add row	Edit row	Delete row	Close			
Select	Valid?	Line	Error Messages	Executed	Modified?	
<input type="radio"/>	<input checked="" type="checkbox"/>	1			<input checked="" type="checkbox"/>	

22. When all rows have a tick in the *Valid?* column, click *Close*. *Note: if you see no rows of data once you have rectified all of the errors you may need to remove the filter by choosing the *Select a filter* option on the filter drop-down

Add row	Edit row	Delete row	Close			
Select	Valid?	Line	Error Messages	Executed	Modified?	
<input type="radio"/>	<input checked="" type="checkbox"/>	1				
<input type="radio"/>	<input checked="" type="checkbox"/>	2				

Go to page
1

Filter by
Select a filter

23. Select *Stage 3 – Submit the Data*

If you do not see this process step, it is because there are still errors in the file that need to be corrected by you. Click on *View/Edit Data on the file* to go back to the error correction screen and review any outstanding errors

ACTIONS

- View/Edit Data on the file (Dave Yellow, 16-Aug-2021 13:32)
- Set variable Submit to Pension Fund (Dave Yellow, 16-Aug-2021 13:32)
- Show Available Routes (Dave Yellow, 16-Aug-2021 13:32)
- Stage 3 - Submit the Data

Stage 2 - Hours Data Correction

The data has been validated.

All errors should be resolved before proceeding to Stage 3 with the exception of the following "WMPF" errors which will be reviewed by the Pension Fund:

Please do not delete any of the "WMPF" errors from the file

- WMPFUNAP - Member has unauthorised data on the Service record
- WMPFFAF - Find a Folder Logic Error
- WMPFPC - Concurrent membership
- WMPFNAF - Aggregated Membership

If any warnings (W) appear, please check you are happy with this data before submitting.

If you wish to correct errors outside the system, use the Reject and Rollback Imported Data action to reload the corrected file.

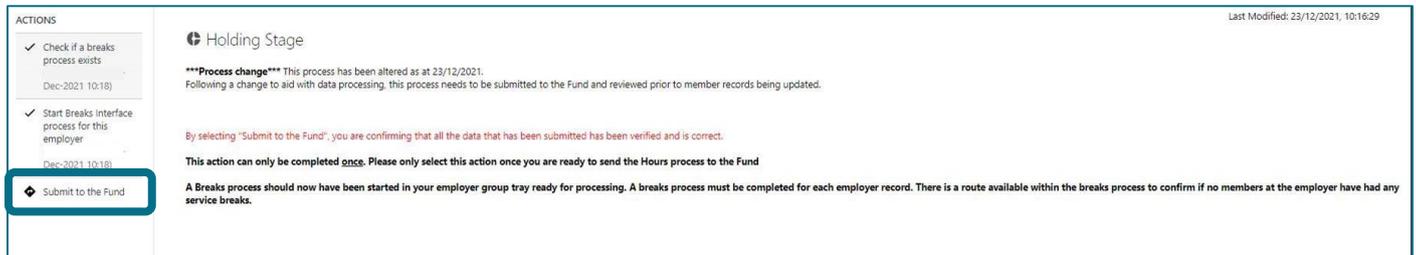
Part 1 – Hours File Stage 3 – Submit the data

Once you have reviewed and cleared any errors, and are content that the data is accurate, you can submit your hours data to the Fund.

***Change to process with effect from 23/12/2021: To assist with data processing, your data will be submitted to the Fund for review prior to being uploaded to members' records**

24. Once the file is transferred, a set of completed *Actions* will display on the left hand-side of the screen.

Select *Submit to the Fund*



The screenshot shows a software interface with a sidebar on the left titled 'ACTIONS' and a main content area on the right titled 'Holding Stage'. The sidebar contains three items: 'Check if a breaks process exists' (Dec-2021 10:18), 'Start Breaks Interface process for this employer' (Dec-2021 10:18), and 'Submit to the Fund' (Dec-2021 10:18). The 'Submit to the Fund' item is highlighted with a red border. The main content area contains the following text: '***Process change*** This process has been altered as at 23/12/2021. Following a change to aid with data processing, this process needs to be submitted to the Fund and reviewed prior to member records being updated.' Below this, it states: 'By selecting "Submit to the Fund", you are confirming that all the data that has been submitted has been verified and is correct.' This is followed by a bolded instruction: 'This action can only be completed once. Please only select this action once you are ready to send the Hours process to the Fund'. At the bottom, it says: 'A Breaks process should now have been started in your employer group tray ready for processing. A breaks process must be completed for each employer record. There is a route available within the breaks process to confirm if no members at the employer have had any service breaks.' The top right corner of the interface shows 'Last Modified: 23/12/2021, 10:16:29'.

Your Hours File submission is now complete, and a Service Breaks process will appear in your employer group workfeed.

Part 2 – Service Breaks File Stage 1 – Upload the file

25. Reassign the *McCloud Process 2 of 2 Breaks* process to yourself from the relevant employer group workfeed (in the same way that you did for the [Hours File](#)) and then open the process from your workfeed by clicking once on it

1 items

McCloud Process 2 of 2 Breaks - Any service break data to submit? - Dave Yellow
New Item
Test Employer , 1500,
Comment: West Midlands Pension Fund Started by process (McCloud Process 1 of 2 Hours) - Parent Process Number (5272525)

Due date: 16/08/2021
Start date: 16/08/2021

OPTIONS

Filter...

My Work
 Web Test Employer HUB

Select User

Order by Due Date desc

Filter By

ACTIONS

Reassign

26. Click on *Do any members at the selected employer have service breaks, meaning a Service Breaks File requires uploading?*

ACTIONS

Last Modified: 17/08/2021 09:38:00

Do any members at the selected employer have service breaks, meaning a Service Breaks File requires uploading?

Any service break data to submit?
Confirm if any members at this employer has any Service Breaks Data to submit.

If you have service break data for any members, a file will need to be submitted at this point.

If you do have service break data, proceed to the Choose Route stage to select the large or small file route to upload the File for the selected Employer.

If there are no members at this employer, proceed to send the process to the Pension Fund. **By selecting no, you are confirming that no members at this employer have any Service Breaks Data and no Service Breaks file is required.**

You are presented with a question to confirm whether or not you have a Service Breaks file to upload.

If you have no Service Breaks File to submit, continue to step [27a](#). If you have a Service Breaks File to load, proceed to step [27b](#).

No Service Breaks File to be provided

IMPORTANT By selecting 'No' you are confirming that there is no Service Break data for this employer. This action cannot be rolled back.

27a. If you are happy that there is no service break data for the memberships with the relevant employer between 1st April 2014 and 31st March 2021 select *No* and click *Submit*

ACTIONS Last Modified: 17/08/2021 09:38:00

★ [Do any members at the selected employer have service breaks, meaning a Service Breaks File requires uploading?](#)

Any service break data to submit?
Confirm if any members at this employer has any Service Breaks Data to submit.

If you have service break data for any members, a file will need to be submitted at this point.

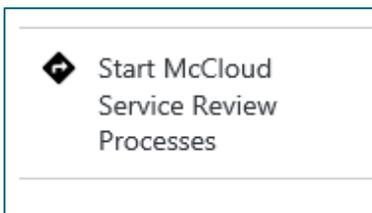
If you do have service break data, proceed to the Choose Route stage to select the large or small file route to upload the File for the selected Employer.

If there are no members at this employer, proceed to send the process to the Pension Fund. **By selecting no, you are confirming that no members at this employer have any Service Breaks Data and no Service Breaks file is required.**

★ **Do any members at the selected employer have service breaks, meaning a Service Breaks File requires uploading?**

No
 Yes

Click on *Start McCloud Service Review Processes* which will complete the process and bring you back to your work tray



Service Breaks File to be provided

27b. If a service breaks file will be provided select *Yes* and *Submit*

ACTIONS Last Modified: 17/08/2021 09:38:00

★ [Do any members at the selected employer have service breaks, meaning a Service Breaks File requires uploading?](#)

Any service break data to submit?
Confirm if any members at this employer has any Service Breaks Data to submit.

If you have service break data for any members, a file will need to be submitted at this point.

If you do have service break data, proceed to the Choose Route stage to select the large or small file route to upload the File for the selected Employer.

If there are no members at this employer, proceed to send the process to the Pension Fund. **By selecting no, you are confirming that no members at this employer have any Service Breaks Data and no Service Breaks file is required.**

★ **Do any members at the selected employer have service breaks, meaning a Service Breaks File requires uploading?**

No
 Yes

28. Select *Proceed to Choose Route*

<p>ACTIONS</p> <p>✓ Do any members at the selected employer have service breaks, meaning a Service Breaks File requires uploading? (Dave Yellow, 17-Aug-2021 09:42)</p> <p>Proceed to Choose Route</p>	<p style="text-align: right;">Last Modified: 17/08/2021 09:38:00</p> <p>Any service break data to submit? Confirm if any members at this employer has any Service Breaks Data to submit.</p> <p>If you have service break data for any members, a file will need to be submitted at this point.</p> <p>If you do have service break data, proceed to the Choose Route stage to select the large or small file route to upload the File for the selected Employer.</p> <p>If there are no members at this employer, proceed to send the process to the Pension Fund. By selecting no, you are confirming that no members at this employer have any Service Breaks Data and no Service Breaks file is required.</p>
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29. Select the small or large file route dependant on the file size (the same guidelines apply as per the [Hours File](#))

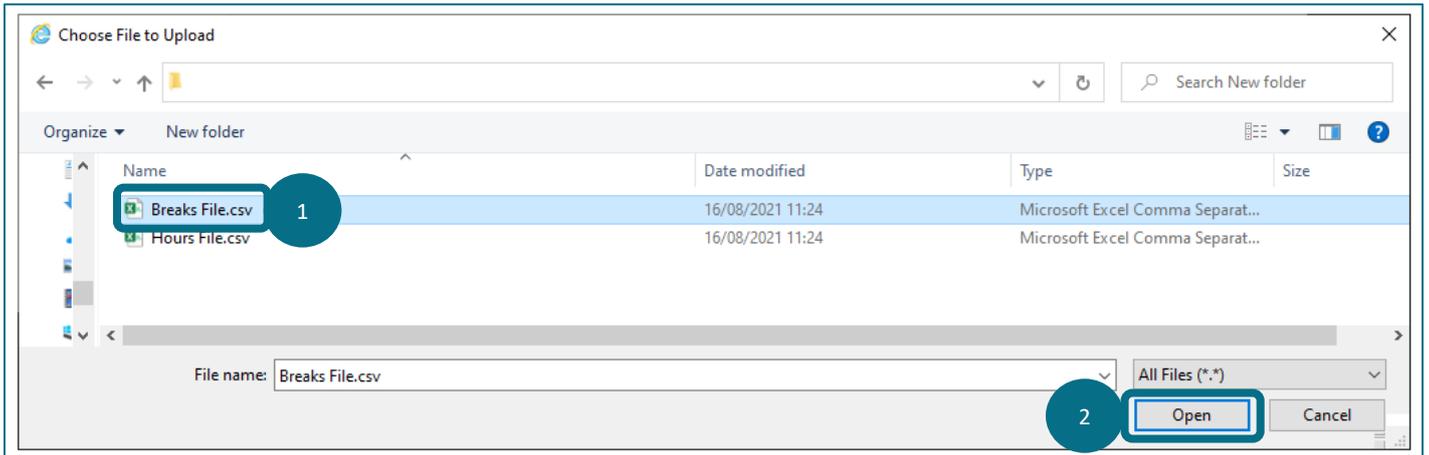
<p>ACTIONS</p> <p>Proceed to Stage 1 - Large File Route</p> <p>Proceed to Stage 1 - Small File Route</p>	<p>Choose Route Select how to upload your file:</p> <ul style="list-style-type: none">1 Large File Route2 Small File Route
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This guide demonstrates the 'Small File Route'

30. Click *Add File(s)*

<p>ACTIONS</p> <p>★ Click here to upload data file (Please ensure the file is in CSV format)</p>	<p style="text-align: right;">Last Modified: 17/08/2021 09:38:00</p> <p>Stage 1 - Small File Route Upload the File containing the details of the Members' Service Breaks for the selected Employer</p> <p>The File being submitted should be a complete file of all required service break information for all members active throughout the entire period.</p> <p>This stage will also validate the data on the file to ensure the file contains all the items required and that the members can be identified within the Fund.</p> <p>★ Click here to upload data file (Please ensure the file is in CSV format)</p> <p>Please ensure the file is in CSV format</p> <p>Add File(s)</p> <p>Submit</p>
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31. Navigate to your Service Breaks file (1) and select *Open* (2). The file must be in CSV (Comma delimited) format



32. Once the file is selected click *Submit*

Stage 1 - Small File Route
Upload the File containing the details of the Members' Service Breaks for the selected Employer

The File being submitted should be a complete file of all required service break information for all members active throughout the entire period.

This stage will also validate the data on the file to ensure the file contains all the items required and that the members can be identified within the Fund.

★ [Click here to upload data file \(Please ensure the file is in CSV format\)](#)

ES Test Employer Breaks.csv

33. Once the file has uploaded select *Stage 2 - Data Correction* to review your file

ACTIONS

- ✓ Click here to upload data file (Please ensure the file is in CSV format)
(Dave Yellow, 17-Aug-2021 09:50)
- ✓ Run the data validations against the file
(Dave Yellow, 17-Aug-2021 09:50)
- Stage 2 - Data Correction**

Last Modified: 17/08/2021 09:38:00

Stage 1 - Small File Route
Upload the File containing the details of the Members' Service Breaks for the selected Employer

The File being submitted should be a complete file of all required service break information for all members active throughout the entire period.

This stage will also validate the data on the file to ensure the file contains all the items required and that the members can be identified within the Fund.

Service Breaks - Stage 2 – Data Correction

The Stage 2 – Data Correction screen will appear to allow you to correct any errors

Stage 2 - Data Correction
The data has been validated.

All errors should be resolved before proceeding to Stage 3 with the exception of the following "WMPF" errors which will be reviewed by the Pension Fund:

Please do not delete any of the "WMPF" errors from the file

WMPFUNAP - Member has unauthorised data on the Service record

WMPFFAF - Find a Folder Logic Errors

WMPFSBC - Service Break Contract bought back but contract not completed

WMPFNAF - Aggregated Membership

If any warnings (!) appear please check you are happy with this data before submitting.

If you wish to correct errors outside the system, use the Reject and Rollback Imported Data action to reload the corrected file.

★ **View/Edit Data on the file**
If you correct any errors you will need to revalidate each row

Add row
Edit row
Delete row
Close

Select	Valid?	Line	NINO	Surname	PensionrefNo	Payrollref1	Error Messages
<input type="radio"/>	<input checked="" type="checkbox"/>	7	NX772354B	Morgan	10857157	207543	Error: WMPFNAF: This member has aggregated their benefits and this relates to the Non Active Folder Error: Error 29: Reason for Service break = C. Did member elect to purchase lost pension in full /service break reason A

All errors must be corrected before you can proceed to Stage 3. However, any error that contains the prefix 'WMPF' as indicated below should be disregarded and will be reviewed by the Fund once the file has been uploaded.

Do not delete any of the rows, or attempt to correct any of the fields, that have these errors:

Error Code	Error Reason
WMPFFAF	Find a Folder logic Error. We are unable to match your record
WMPFNAF	Member has aggregated their benefits, and this relates to a Non-Active Folder
WMPFUNAP	Unapproved data is on the member's service record
WMPFSBC	Member elected to purchase lost pension but didn't complete their contract

34. Repeat steps [18b to 21](#) as outlined in the Hours File section to correct any errors displayed for the Service Breaks file

35. Once you have corrected any errors (excluding the exceptions listed above) and all rows that had errors that you were required to correct are now valid, click *Close*



36. Select *Stage 3 – Submit the data*

ACTIONS Last Modified: 17/08/2021 09:38:00

- ✓ View/Edit Data on the file (Dave Yellow, 17-Aug-2021 09:53)
- ✓ Show available Routes (Dave Yellow, 17-Aug-2021 09:53)
- ◆ **Stage 3 - Submit the Data**

Stage 2 - Data Correction

The data has been validated.

All errors should be resolved before proceeding to Stage 3 with the exception of the following "WMPF" errors which will be reviewed by the Pension Fund:

Please do not delete any of the "WMPF" errors from the file

- WMPFUNAP** - Member has unauthorised data on the Service record
- WMPFFAF** - Find a Folder Logic Errors
- WMPFSBC** - Service Break Contract bought back but contract not completed
- WMPFNAF** - Aggregated Membership

If any warnings (!) appear please check you are happy with this data before submitting.

If you wish to correct errors outside the system, use the Reject and Rollback Imported Data action to reload the corrected file.

Service Breaks - Stage 3 – Submit the data

Once you have reviewed and cleared any errors, and are content that the data is accurate, you can submit your service breaks data to the Fund.

***Change to process with effect from 23/12/2021: To assist with data processing, your data will be submitted to the Fund for review prior to being uploaded to members' records**

37. Select *Submit to the Fund*

ACTIONS

- ◆ **Submit to the Fund**

Holding Stage

*****Process change***** This process has been altered as at 23/12/2021.
Following a change to aid with data processing, this process needs to be submitted to the Fund and reviewed prior to member records being updated.

By selecting "Submit to the Fund", you are confirming that all the data that has been submitted has been verified and is correct.

This action can only be completed once. Please only select this action once you are ready to send the Hours process to the Fund

Once this action has been selected, no further action is required for this employer record at this point in time.

The process is now complete, and your records will be reviewed by the Fund

Appendix 1 – Error Codes

Hours File Upload Errors		
Error Code	Data Field	Resolution
Error 1: NINO is not present on data file	1	Enter member's national insurance number in format AB123456A
Error 2: Surname is not present on data file	2	Enter member's surname
Error 3: Forename is not present on data file	3	Enter member's forename
Error 4: Date of Birth is not present on data file	4	Enter member's date of birth in format DD/MM/YYYY
Warning 5: Date of Birth on incoming file differs to DOB on the identified Person record	4	Check member's date of birth held in Hub and on your records. If member's date of birth is incorrect please submit a Hub S10 to confirm correct date of birth. As this is a warning you will still be able to load your file whilst the S10 is being submitted/processed
Error 6: Employer Reference is not present on data file	5	Ensure that the unique WMPF employer reference number is included on each line of data. This must be three or four digits
Error 7: Employer name is not present on data file	6	Ensure that your employer name is included in the file in the same format that it is recorded in Employer Hub
Error 8: UPM folder reference is not present on data file (should be 0 if not known)	7	Ensure that the eight-digit pension reference number which begins '10-' is included for each member and each employment
Warning 9: Payroll ref 1 is not present on data file	8	Ensure that a unique payroll reference number is included for each member and each employment
Error 10: Status is not present on file	11	Indicate the member's status at 31/03/2021; either 'C' for contributing (active at 31/03/21) or 'N' for Non-contributing (not active at 31/03/2021). <u>Must be upper-case 'C' or 'N'</u>
Error 11: Status does not equal C or N	11	Indicate the member's status at 31/03/2021; either 'C' for contributing (active at 31/03/21) or 'N' for Non-contributing (not active at 31/03/2021). <u>Must be upper-case 'C' or 'N'</u>
Error 12: Date hours started is not present on data file	12	Enter Date hours started as 01/04/2014 unless date of hours change/employment start date is after 01/04/2014, then enter actual date
Error 13: Date hours started must be between 01/04/2014 and 31/03/2021	12	Enter Date hours started as 01/04/2014 unless date of hours change/employment start date is after 01/04/2014, then enter actual date
Error 14: The Date hours started date is duplicated on the file more than once for this member	12	Member cannot have multiple lines with the same hours start date – check that, if the member has hours changes, the dates are consecutive for that membership reference number

Hours File Upload Errors		
Error Code	Data Field	Resolution
Error 15: Date hours ended must be between 01/04/2014 and 31/03/2021	13	If the member has hours changes in the file, ensure that the hours end date is between 01/04/2014 and 31/03/2021. If the member has no hours changes, this field should be blank, irrespective of whether or not they were active at 31/03/2021
Error 16: Date hours ended is before the Date hours started	13	Ensure that the member's hours end date is not before the hours start date on the line of data
Error 17: The Date hours ended date is duplicated on the file more than once for this member	13	Member cannot have multiple lines with the same hours end date – check that, if the member has hours changes, the dates are consecutive for that membership reference number
Error 18: Part-time ind not equal to P - Must be NULL for Full-time and P for Part-time	14	If the member has part-time hours the part-time indicator must be 'P', otherwise leave blank. <u>Must be upper-case 'P'</u>
Error 19: Part-time ind equal to P but Part-time hours numerator is empty	14 & 15a	If the member has part-time hours the part-time indicator must be 'P', and the part-time weekly hours must be entered in the part-time hours field. <u>Must be upper-case 'P'</u>
Error 20: Part-time ind equal to P but Part-time hours numerator = 0	14 & 15a	If the member has part-time hours the part-time indicator must be 'P', and the part-time weekly hours must be entered in the part-time hours field – this number cannot be zero. For casual staff that have not worked any hours in a scheme year enter 0.01
Error 21: Part-time ind IS NULL (suggesting full-time) but Part-time hours numerator > 0 (suggesting part-time)	14 & 15a	The member has part-time hours recorded, but the part-time indicator is blank – check and amend hours or part-time indicator as necessary. <u>Must be upper-case 'P'</u> if it is required in this field
Error 22: Part-time ind IS NULL (suggesting full-time) but Part-time hours numerator > 0 (suggesting part-time) and Part-time hours numerator > Whole-time equivalent hours denominator	14, 15a, & 15b	The member has part-time hours recorded as greater than the whole-time hours denominator, and the part-time indicator is blank – check and amend hours or part-time indicator as necessary. <u>Must be upper-case 'P'</u> if it is required in this field
Error 23: Part-time ind = P (suggesting part-time) but Whole-time equivalent hours denominator IS NULL (full-time equivalent hours required)	14 & 15b	All lines of data must have a full-time equivalent hours recorded
Error 24: Part-time ind = P (suggesting part-time) but Whole-time equivalent hours denominator = 0 (full-time equivalent hours required, or Part-time ind needs changing to NULL if should be full-time)	14, 15a, & 15b	Part-time indicator is 'P', but part-time hours may have been recorded in whole-time denominator field. If member has part-time hours, enter them in the part-time hours numerator, and ensure that the full-time equivalent hours are in the whole-time equivalent hours denominator
Error 25: Member identified does not have a Service Record at the Employer loading the file	6 & 7	Check the member's record to ensure that the correct pension reference number is associated with the correct employer reference

Hours File Upload Errors		
Error Code	Data Field	Resolution
Error 26: Payroll Ref 2 should not have a value	9	This field should be blank
Error 27: Part Time Hours Percentage should not have a value	19	This field should be blank
Error 28: Payroll ref 3 should not have a value	10	This field should be blank
Error 29: Earliest date hours started is before the service start date	12	Check that the correct date hours started is entered. This cannot be a date prior to the member commencing employment
Error 30: Part time indicator is not set suggesting full time but Whole-time equivalent hours denominator is not populated	15b	All lines of data must have a full-time equivalent hours recorded
Warning 31: Multiple hours processes not allowed	N/A	Only one file can be submitted per employer – if you receive this warning please contact West Midlands Pension Fund urgently
Error 32: Employer identifier does not match employer	5 & 6	Ensure that your employer name and reference number are included in the file in the same format that they are recorded in Employer Hub
Column 1(NINO): Text 'XXXXXXX' length too small	1	Ensure member's national insurance number in format AB123456A
WMPFC: Member has concurrent employment within the McCloud Remedy period therefore a separate McCloud Concurrent process will be started for this member. (PSE1)	N/A	This error will be reviewed by West Midlands Pension Fund – please disregard
WMPFNAF: This member has aggregated their benefits, and this relates to the Non-Active Folder. Update Folder Ref to correct folder	N/A	This error will be reviewed by West Midlands Pension Fund – please disregard
WMPFUNAP: Member has unapproved service changes in another process	N/A	This error will be reviewed by West Midlands Pension Fund – please disregard
WMPFFAF: ERROR: Folder match not found. End validation checks.	N/A	This error will be reviewed by West Midlands Pension Fund – please disregard

Service Breaks File Upload Errors		
Error Code	Data Field	Resolution
Error 1: NINO is not present on data file	1	Enter member's national insurance number in format AB123456A
Error 2: Surname is not present on data file	2	Enter member's surname
Error 3: Forename is not present on data file	3	Enter member's forename
Error 4: Date of birth is not present on data file	4	Enter member's date of birth in format DD/MM/YYYY
Warning 5: Date of birth on file differs to DOB held on the identified Person record	4	Check member's date of birth held in Hub and on your records. If member's date of birth is incorrect please submit a Hub S10 to confirm correct date of birth. As this is a warning you will still be able to load your file whilst the S10 is being submitted/processed
Error 6: Employer Identifier is not present on data file	5	Ensure that the unique WMPF employer reference number is included on each line of data. This must be three or four digits
Error 7: Employer name is not present on data file	6	Ensure that your employer name is included in the file in the same format that it is recorded in Employer Hub
Error 8: UPM folder reference is not present on data file (should be 0 if not known)	7	Ensure that the eight-digit pension reference number which begins '10-' is included for each member and each employment
Warning 9: Payrollref1 is not present on data file	8	Ensure that a unique payroll reference number is included for each member and each employment
Error 10: Status is not present on file	11	Indicate the member's status at 31/03/2021; either 'C' for contributing (active at 31/03/21) or 'N' for Non-contributing (not active at 31/03/2021). <u>Must be upper-case 'C' or 'N'</u>
Error 11: Status does not equal C or N	11	Indicate the member's status at 31/03/2021; either 'C' for contributing (active at 31/03/21) or 'N' for Non-contributing (not active at 31/03/2021). <u>Must be upper-case 'C' or 'N'</u>
Error 12: Service break start date is not present on data file	16	Enter a date that is between 01/04/2014 and 31/03/2021. If service break start date is prior to 01/04/2014, enter 01/04/2014
Error 13: Service break start date must be between 01/04/2014 and 31/03/2021	16	Enter a date that is between 01/04/2014 and 31/03/2021. If service break start date is prior to 01/04/2014, enter 01/04/2014
Error 14: The Service break start date is duplicated on the file more than once for this member	16	Member cannot have multiple lines with the same service break start date – check that if the member has multiple service breaks, the dates are consecutive for that membership reference number

Service Breaks File Upload Errors		
Error Code	Data Field	Resolution
Error 15: Service break End date is not present on data file	17	Enter a date that is between 01/04/2014 and 31/03/2021. If service break end date is after 31/03/2021, enter 31/03/2021
Error 16: Service break End date must be between 01/04/2014 and 31/03/2021	17	Enter a date that is between 01/04/2014 and 31/03/2021. If service break end date is after 31/03/2021, enter 31/03/2021
Error 17: Service break End date is before the Service break start date	17	Ensure that the member's service break end date is not before the service break start date on the line of data
Error 18: The Service break End date is duplicated on the file more than once for this member	17	Member cannot have multiple lines with the same service break end date – check that if the member has multiple service breaks, the dates are consecutive for that membership reference number
Error 19: Reason for Service Break is not present on data file	18	If member has had a service break the reason for service break should be indicated by 'A' (authorised unpaid leave), 'B' (trade dispute) or 'C' (unauthorised unpaid leave). <u>Must be upper-case 'A', 'B', or 'C'</u>
Error 20: Reason for Service Break must = A, B or C	18	If member has had a service break the reason for service break should be indicated by 'A' (authorised unpaid leave), 'B' (trade dispute) or 'C' (unauthorised unpaid leave). <u>Must be upper-case 'A', 'B', or 'C'</u>
Error 21: Part-Time hours during service break & Full-Time hours during service break	19a & 19b	Part-time hours cannot be greater than the whole-time hours denominator – check the figures entered
Error 22: Part-time hours numerator during service break & 0 but Whole-time equivalent hours denominator during service break has no value	19b	The Whole-time equivalent hours denominator must have a value for each line of data on the service breaks file
Error 23: Reason for Service Break = A or B but Did member elect to purchase lost pension in full (service break reason A or B) is not equal to Y or N	18, 20 & 21	If service break reason is 'A' or 'B' indicate if the member purchased an APC to cover lost pension (field 20) and if the contract was completed (field 21). <u>Must be upper-case 'Y' or 'N'</u>
Error 24: Did member elect to purchase lost pension in full (service break reason A or B) = Y but there is no value in Did member complete the contract	18, 20 & 21	If service break reason is 'A' or 'B' is entered, and you have indicated that the member purchased an APC to cover lost pension by entering 'Y' in field 20, you must indicate whether or not the contract was completed (field 21). <u>Must be upper-case 'Y' or 'N'</u>
Error 25: Member identified does not have a Service Record at the Employer loading the file	6 & 7	Check the member's record to ensure that the correct pension reference number is associated with the correct employer reference
Error 26: Did member elect to purchase lost pension in full (service break reason A or B) = Y but Did member complete the contract? is not equal to Y or N	20 & 21	If service break reason is 'A' or 'B' is entered, and you have indicated that the member purchased an APC to cover lost pension by entering 'Y' in field 20, you must indicate whether or not the contract was completed (field 21). <u>Must be upper-case 'Y' or 'N'</u>
Error 27: McCloud Hours upload MUST be processed before McCloud Breaks can be processed	N/A	Service breaks file cannot be uploaded prior to hours file

Service Breaks File Upload Errors		
Error Code	Data Field	Resolution
Error 28: Reason for Service Break = A or B but Did member elect to purchase lost pension in full (service break reason A or B) has no value	20 & 21	If service break reason is 'A' or 'B' and the member purchased an APC to cover lost pension (field 20) indicate if the contract was completed (field 21). <u>Must be upper-case 'Y' or 'N'</u>
Error 29: Reason for Service break = C. Did member elect to purchase lost pension in full (service break reason A or B) should not have a value	18 & 20	If service break reason is 'C' there should be no value in field 20
Error 30: Payroll ref 2 should not have a value	9	This field should be blank
Error 31: Payroll ref 3 should not have a value	10	This field should be blank
Error 32: Part Time Hours Percentage should not have a value	19	This field should be blank
Error 33: Whole-time equivalent hours denominator must be supplied	19b	Th Whole-time equivalent hours denominator must have a value for each line of data on the service breaks file
Warning 34: Multiple service breaks processes not allowed	N/A	Only one file can be submitted per employer – if you receive this warning please contact West Midlands Pension Fund urgently
Error 35: Employer identifier does not match employer	5 & 6	Ensure that your employer name and reference number are included in the file in the same format that they are recorded in Employer Hub
Column 1(NINO): Text 'XXXXXXX' length too small	1	Ensure member's national insurance number in format AB123456A
WMPFUNAP: Member has unapproved service changes in another process	N/A	This error will be reviewed by West Midlands Pension Fund – please disregard
WMPFNAF: This member has aggregated their benefits, and this relates to the Non-Active Folder	N/A	This error will be reviewed by West Midlands Pension Fund – please disregard
WMPFSBC: Member elected to purchase lost pension but did not complete their contract. A McCloud Service Break process will be started for this member (PSE2)	N/A	This error will be reviewed by West Midlands Pension Fund – please disregard
WMPFFAF: ERROR: Folder match not found. End validation checks.	N/A	This error will be reviewed by West Midlands Pension Fund – please disregard