



Simplifying submissions for AVC pension contributions

We're working on making it easier to submit AVC payments and payroll files. We've put together a list of the common issues we see, and tips on how to avoid these from happening.

We want to work with you to help correct any issues and in the near future, we'll start to provide feedback by email or telephone for any errors received.

Issue	What this means
Payroll file missing	To invest contributions, we need the payment and the corresponding payroll file. We'll return the payment if we don't receive the payroll file
New payrolls not set up properly	This is where an academy trust is set up in replacement of a Local Education Authority. You should tell us of this change, so we can set up a new PayPoint
Payroll files not received in the correct sequence	Payroll files must be sent in chronological order. For example, we can't process June's payroll file until we have received May's – even if May's file has been received but has errors
Missing payment, under payment or overpayment	The total amount on the payroll file must match the payment amount sent by Bacs
Combined payroll files for different PayPoints	Payroll files must be kept separate and submitted individually i.e. one payroll file and one payment for each PayPoint on each due date
Negative amounts on payroll file	All amounts must be positive. If there's been an overpayment, contact us to arrange a return of contribution(s)
Contribution received for a non-active member	All contributions must relate to current and active members only
Contributions received for a non-member	Applications for new members must be processed before contributions can be allocated. Don't send contributions for them if they're not included in the payroll listing we give you
Missing or incorrect NI number	This is mandatory information we need to ensure contributions are applied to the correct member records
Payroll file is password protected	Please provide us with the password for any payroll files you send us that are protected
Different contribution frequency on same file	We need separate payroll files for each payment frequency
Combined schemes on a single payroll file	These must be kept separate and submitted individually for each scheme
Payroll file not in correct format	Please ensure the guidance is followed for all submissions - see your payroll guide (below) for more details
Incorrect contribution types recorded	This must be recorded accurately and any new contribution types should have the correct documentation submitted

It's important for payments and payroll files to be sent to us correctly, as it could result in a report being made to the Regulator. It also means:

- We won't invest contributions until the correct payroll file and payment is received. This also impacts other members contained in the payroll files, as they'll be unable to claim or transfer their funds when they need them.
- It can cause tax payments and member benefit statements to be incorrect, if the contribution types on the payroll file are wrong.

Your guide to administering your payroll

We've put together a handy guide to help submit your payroll information successfully each time. It includes guidance on how to format and send payroll information to us.

Your payroll guide

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