

eBusiness Employer FAQ's

Flexible Retirement Plan

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1. Employer Helpdesk
-

Problems viewing the Site:

1. Login failed

Re-enter your Username and Password to ensure that you have not made a typing error. Remember that this information is case sensitive. If you have set your 'Secret Questions', use this facility to help you check that you have entered the correct information. If you have not used the 'Secret Questions', contact the Employer Helpdesk and ask them to issue a new password. The Employer Helpdesk will ask you to hang up and will call you back on the number held on your employer record. This is a procedure check to ensure security is maintained. Once they have called you back, your new login details will be sent to you. We will ask you to remain on the telephone until you receive this in order that you can confirm that they have arrived safely.

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2. Why can't I access eBusiness?

If you cannot access eBusiness try the following:

If you cannot see the page, enter another web address that you can normally see, to check if it is accessible, e.g. <http://www.google.co.uk> and perform a search. If the site does not display any search results then it is likely that there is a problem with your internet connection and you should seek help from your organisation's IT Team (if you have one) or your Internet Service Provider (ISP).

If Google returns results to your search, but you still cannot access the eBusiness site please contact the Employer Helpdesk, details can be located on page 11.

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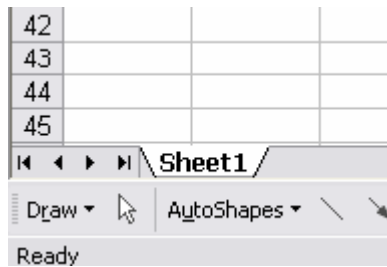
Problems with Downloading/Uploading data:

1. Why am I having problems uploading a data file?

If you are having problems uploading your file then please follow the checklist below and retry. If you are still having problems contact the Employer Helpdesk, details can be located on page 11.

Please make sure your file matches the checklist criteria:

- ✓ My spreadsheet contains one worksheet named 'Sheet1' with no spaces, as shown below.



- ✓ My file isn't password protected.
- ✓ I have no formulas in my data.
- ✓ My data is in columns. I have no merged cells in my data over a number of columns.
- ✓ I have included all mandatory columns (see 'eBusiness Employer User Guide' appropriate to your membership for details).
- ✓ I have formatted my data as required by the system (see 'eBusiness Employer User Guide' appropriate to your membership for details of required formats).
- ✓ There must be no M's or zeros preceding the Member Number.
- ✓ Columns for salaries, contributions and hours must all be in number format (to two decimal places), without a 1000 separator.
- ✓ I have removed all superfluous blank rows and superfluous data.

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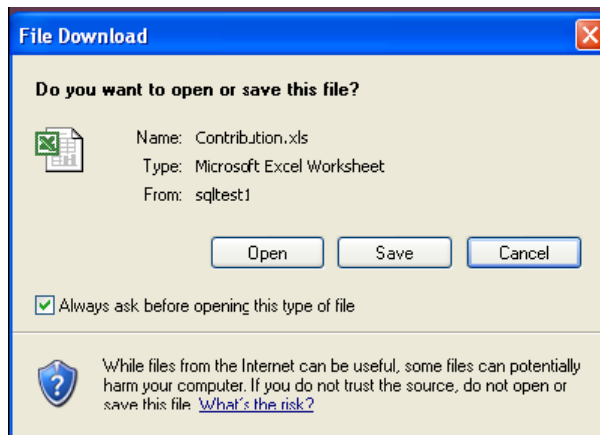
2. I have tried to download a copy of my recent contributions data from the eBusiness system but the link is greyed out?

This link is greyed out for the first month you use the system but will be available thereafter.

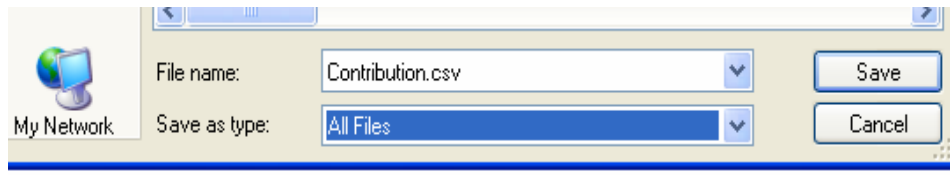
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3. I have downloaded a copy of my recent contributions data – but when I open the file in Excel all the data is in Column A?

This may happen depending on the versions of browser and Excel you are using. To rectify this problem try to download the file again only this time if you get a 'File Download' prompt then select the 'Save' option.



A save prompt will open. On this screen change the 'File name' to end .csv and change the 'Save as type' to 'All Files'. Save this file to a location. You will now be able to open this file in Excel with data in the correct columns.



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4. I don't get a 'File Download' prompt when I try to download a copy of my recent contributions data, how do I get this prompt?

If you don't get a 'File Download' prompt and the file opens automatically this is because the setting is disabled on your computer.

To enable the 'File Download' prompt option on your computer:

- Open the control panel, double-click 'Folder Options'.
- Click the 'File Types' dialog.
- Select 'XLS' (Microsoft Excel Worksheet).
- Click the 'Advanced' button.
- Enable the option 'Confirm open after download'.
- Click 'OK'.
- Select 'CSV' (Microsoft Excel Comma Separated Values File).
- Click the 'Advanced' button*.
- Enable the option 'Confirm open after download'.
- Click 'OK', 'OK' to close the dialog.
- Close all open browsers and open a new browser.
- Log back into the eBusiness administration site – you will now get a 'Download' prompt when you select download a copy of my recent contributions data.

*Note: If you don't see an 'Advanced' button in the steps above but have a 'Restore' button click the 'Restore' button and it will change to an 'Advance' button but this will restore your file settings for all files – please check with your internal IT Team first.

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5. Leading zeros are not displayed for company payroll numbers when I download a copy of my recent contribution data?

If you download a copy of your recent contribution data and your company's Payroll Numbers have leading zeros e.g. 007 then leading zeros will not be displayed.

The validation on Payroll Numbers has been removed in release 891 and you will no longer receive any warning messages regarding this data item.

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Problems with Data Submission:

1. I have noticed that some of my records have greyed out cells?

This is okay. If you are an employer with members in a number of schemes this happens because the member with greyed out cells is in the Flexible Retirement Plan. The cells are greyed out because this scheme does not require the data in the greyed out fields to be provided on a monthly basis.

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2. Can I submit a record for an employee that hasn't joined yet?

No, unfortunately The Pensions Trust cannot accept data for a record without a valid Member Number. You must enrol your employee before we can accept contributions for them.

If you wish to enrol an employee into the Flexible Retirement Plan you can do this online. The 'eBusiness Employer User Guide' and tutorial are available through our website www.thepensionstrust.org.uk via the 'Document Library'.

For assistance please contact the Employer Helpdesk, details can be located on page 11.

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3. The system appears to error when using the 'Opera Browser'?

The Opera Browser is not currently recommended for use on eBusiness. Please use another browser e.g. Microsoft Internet Explorer 6 or later or Mozilla Firefox version 3 or above.

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4. I have submitted all members but the system has brought up a list of members whom it says are active and therefore need to be included?

If the members have left the scheme you need to include the 'Date of Leaving' on the member record, as shown below.

The screenshot shows the 'Record Details' page for 'Editing Record ID: 15'. The page is titled 'The Pensions Trust' and includes navigation links like 'Return to home screen', 'Return to Manage Contributions', and 'Logout'. The record details are organized into two columns of input fields. The left column includes fields for Member Number (9100001), Surname (Bain), Forename(s)/Initial (EA), Payroll Number (NA), National Insurance Number (JN100001A), Annual Pensionable Salary (37018.00), Salary Effective Date (01-Apr-2009), and Contractual Hours (35.00). The right column includes Full Time Equivalent Hours (35.00), Hours Effective Date (01-Nov-2007), Monthly Pensionable Earnings (3004.83), Employee Contributions (154.24), Employer Contributions (300.48), Additional Voluntary Contributions (0.00), and Date of Leaving (empty). Below the fields are buttons for 'Finish', 'Delete', and 'Save'. An arrow points to the 'Date of Leaving' field with the label 'Date of leaving'. At the bottom, there is a 'Validation Results' section.

If the member numbers are unfamiliar it may mean that the members have transferred into the Flexible Retirement Plan from a different scheme. In this instance they would be re-enrolled and the old numbers set as a leaver.

To check this you will need to contact The Pensions Trust. To do this you can contact the Employer Helpdesk, details can be located on page 11 with a list of the relevant Member Numbers. A member of The Pensions Trust staff can check for you and confirm the new Member Numbers. If they are members whose transfers are not complete then it may be the case that we will need to make some immediate adjustments to their record in order to allow you to submit. If this is the case the information will need to be left to refresh overnight and you will not be able to submit until the next day.

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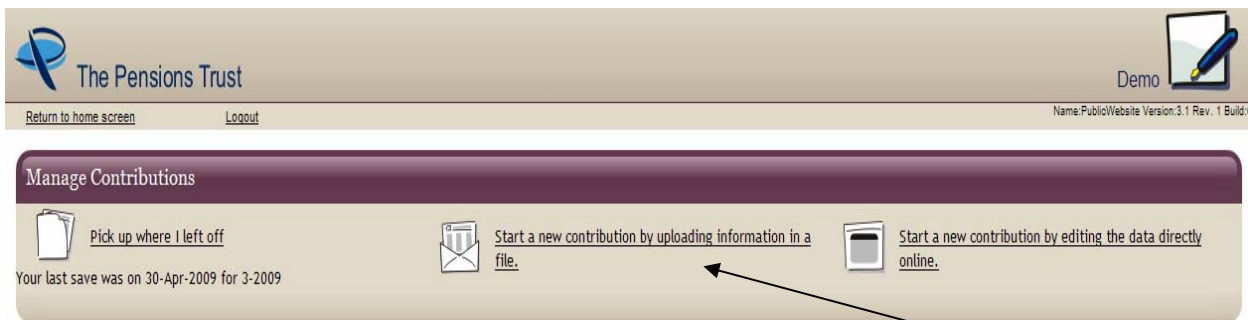
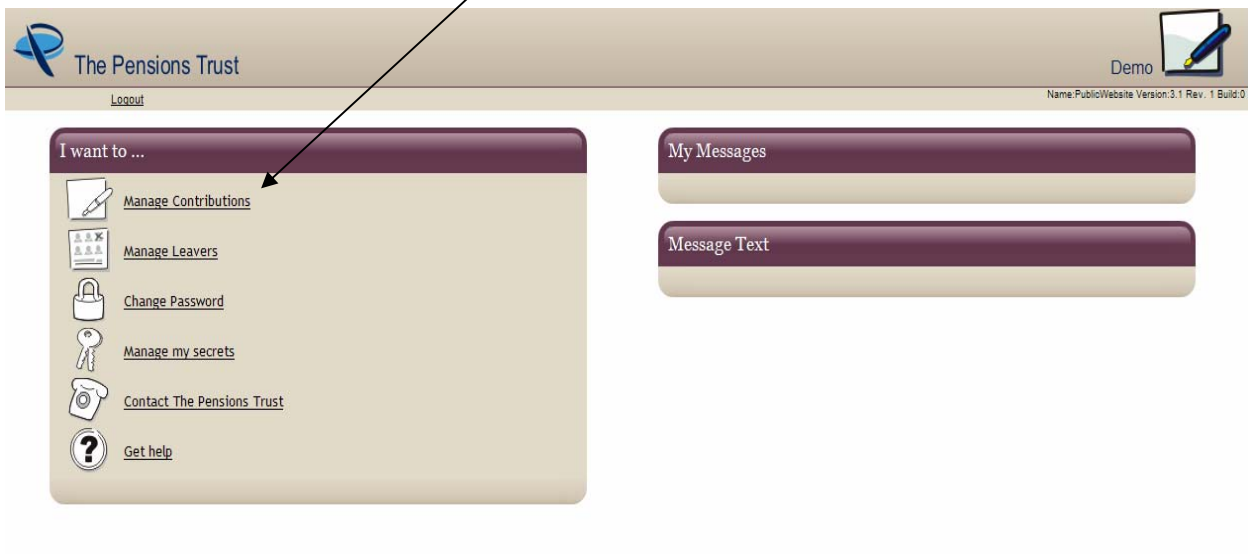
5. I am trying to submit for a member but the system is bringing up an error saying the Member Number is not found?

Check you are using the correct Member Number, if the number you are using is definitely correct then you will need to contact The Pensions Trust. To do this you can contact the Employer Helpdesk, details can be located on page 11 with a list of the employees.

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6. I cannot find last month's information to use for this month?

You need to go to 'Manage Contributions', as shown below.



Then you need to select this option.

You should then choose 'Download a copy of your recent contribution data' to edit and upload later. This will result in a spreadsheet containing your most recent submission information appearing on your screen. You will need to save this in Microsoft Excel as a .csv file. Once you have done this you will need to amend the contributions data and then proceed through the eBusiness system.

Alternatively you can upload your own data file. However this must include all mandatory columns and needs to be in the format required by the system (see 'eBusiness Employer User Guide' appropriate to your membership for further details).

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7. I am getting the validation message 'Contributions are greater than zero' and last month's contributions were zero. Please explain why?

If this is coming up then you simply need to check that last month's contributions were zero and then input a reason, for example, that it is a new member, they were previously on maternity leave etc.

If this doesn't apply, you should contact the Employer Helpdesk, details can be located on page 11 and explain the problem.

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8. I have finished but the 'Submit Data' button is greyed out?

This means there are still problems with the data that you need to address.

There are three different categories of problem you might encounter: Errors, Actions and Warnings.

- Errors. These are highlighted with a red background and indicate that there is an issue with the data submitted and you must amend your field value(s) before the submission can proceed.
- Actions. These are highlighted with a blue background and indicate that you must take action by either confirming your data is correct or amending your field values.
- Warnings. These are highlighted with a yellow background and are for information although they may suggest that a data item requires attention.

You can filter them in turn, by ticking the box which pertains to the relevant issue; i.e you can filter the errors by putting a tick in 'Show Errors' box and clicking 'Apply'.



1 Please check your data before submitting it.
Any problems found are shown in the Validation Results list at the bottom of the page.
Validation Results are highlighted

[Save](#) [Cancel Import](#) [Submit Data](#)

Validate Records

Show only rows matching the following criteria:

Show Errors Show Warnings Show Actions

Containing text [Apply](#) [Clear](#)

[Edit Selected Record](#)

[Add Record](#)

[Delete Selected Record](#)

[Change Column Mappings](#)

	Member Number	Surname	Forename(s)/Initials	Payroll Number	National Insurance Number	Annual Pens
Edit Select	1	Benn	J		JN00001A	
Edit Select	9000052	Morris	D		JN00002A	
Edit Select	9000053	Scott	CH		JN00003A	
Edit Select	9000054	Stephens	ED		JN00004A	
Edit Select	9000055	Walsh	C		JN00005A	
Edit Select	9000056	Sparrow	GG		JN00006A	
Edit Select	9000057	Frith	R		JN00007A	
Edit Select	9000058	Wood	EA		JN00008A	
Edit Select	9000059	Acomb	EA		JN00009A	
Edit Select	9000060	Smith	AM		JN00010A	

You can edit the record by clicking here.

Contributions Summary

Employee Contributions	£1184.52	0 field(s) with faults found
Employer Contributions	£2369.06	0 field(s) with faults found
Additional Voluntary Contributions	£0.00	0 field(s) with faults found
Total Contributions	£3553.58	

2 When you have checked your data, submit it to The Pensions Trust by clicking the Submit Data button.
Should you wish to stop editing and start the process again, click the cancel import button.
Click Save if you wish to postpone processing until later

[Save](#) [Cancel Import](#) [Submit Data](#)

This will display the records that you will need to deal with before you can submit. To look at the errors more closely you should choose to edit the relevant record. This will take you to a more detailed member record screen, as shown below.

Record Details

Editing Record ID: 15

Member Number	1	Full Time Equivalent Hours	35.00
Surname	Benn	Hours Effective Date	01-Nov-2007
Forename(s)/Initials	EA	Monthly Pensionable Earnings	3084.83
Payroll Number	N/A	Employee Contributions	154.24
National Insurance Number	JN100001A	Employer Contributions	308.48
Annual Pensionable Salary	37018.00	Additional Voluntary Contributions	0.00
Salary Effective Date	01-Apr-2009	Date of Leaving	
Contractual Hours	35.00		

[Finish](#) [Delete](#) [Save](#)

[No Previous Records](#) [No Further Records](#)

Validation Results

Once you have amended all the 'Errors' you will need to go through the same process with 'Actions', after which you should be free to submit your data. If any of the error messages do not make sense you should the contact the Employer Helpdesk, details can be located below.

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9. What are ‘Monthly Pensionable Earnings’?

Monthly Pensionable Earnings is the normal gross pay received each month including London Weighting, shift pay, contractual bonuses, overtime, allowance and such other emoluments as deemed pensionable but excluding non contractual overtime. This should be the monthly salary figure contributions are paid on.

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Contact us:

1. Employer Helpdesk

A dedicated Employer Helpdesk telephone line has been set up to deal with all queries relating to problems with the system, whether they are problems getting connected or other problems that you may be experiencing. If you prefer to email your issue a dedicated email address has also been set up.

Please contact the Employer Helpdesk on:

Tel: 0845 123 6200

Email: helpme@thepensionstrust.org.uk

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The Pensions Trust

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