



# **i-Connect Online return guide**

Supplementary guidance

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## Introduction

### Who and what is this guide for?

This document provides guidance for East Sussex Pension Fund employers who are responsible for the submission of online returns via i-Connect.

The i-Connect software is provided by Aquila Heywood. You should have already received their guide to online returns which provides employers with an understanding of how to submit online returns via i-connect.

This supplementary guidance has been created for East Sussex Pension Fund employers where either a separate approach is needed, or further explanation is required.

**Information given in this guide supersedes that provided by Aquila Heywood as it details i-Connect processes and requirements specific to East Sussex Pension Fund and its employers.**

## Overview of the online return screens

### Online Return

This is a summary of each employee who will be included in the return for this pay period.

Click the 'Add New Starter' button to add any new employee to the return.

Click the 'Remove' button to remove any new starter or leaver from the return.

Click the 'Continue' to go to the contributions and pay page.

#### Employees

Payroll Period End Date 31-03-2021

Add New Starter Continue

NI Number	Payroll Ref	Surname	Forenames	Gender	Date Of Birth	Status	Actions
				Female		Active	

Continue

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### Screen 1: Summary of employees included in the return for the pay period

Check the payroll period end date you are submitting is correct.

Check the summary of employees is correct for the pay period and add any new starters.

A 'Remove' option will only appear if you have added a new starter during the current online return you are working on, or if you have processed a member as a leaver on a previous i-Connect submission. Please see [removing leavers from your online return \(p.17\)](#) before you remove any members from this section.

Please note that if an employee has left during this pay period, their leaver details and information must be input later on - within the employee leavers and opt out's section (screen 8).

Details cannot be entered on this screen.

## Online Return - Employee Pay & Contributions - This Period

This is a summary of each employee's pay and contributions for this pay period.

If any of the pay and contributions values are incorrect for the employee, change the value.

Click 'Back' to return to the previous page.

Click 'Continue' to validate and save the pay and contributions information displayed and continue to the next page.

### Employee Pay & Contributions - This Period

Payroll Period End Date 31-03-2021

[Back](#) [Continue](#)

NI Number	Payroll Ref	Pensionable Pay	Contribution Rate	Employee Contributions		Employer Contributions
				Main Section	50/50 Section	
		1,500.00	5.80	87.00	0.00	324.00
Totals		1,500.00		87.00	0.00	324.00

[Back](#) [Continue](#)

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## Screen 2: Employee pay and contributions for the pay period

For each employee you will need to enter the following:

- Pensionable pay
- Employee contribution rate (labelled contribution rate on the screen)
- Employee contributions\*
- Employer contributions for the current pay period will need to be entered.

The pay and contributions figures entered on the previous month's online return will automatically be displayed for the current pay period you are submitting. Please amend figures as appropriate.

\*Note that an employee will either be in the main section of the LGPS or the 50/50 section and cannot be in both. 0.00 must be entered under the section where no contributions are being made.

## Online Return - Employee Pay & Contributions - Year to Date

✓ Online Return employee information successfully saved.

This is a summary of each employee's pay and contributions for the year to date.

If any of the pay and contributions values for the year to date are incorrect for the employee, change the value.

Click 'Back' to return to the previous page.

Click 'Continue' to validate and save the pay and contributions information displayed and continue to the next page.

### Employee Pay & Contributions - Year to Date

Payroll Period End Date 31-03-2021

Back Continue

NI Number	Payroll Ref	This Pay Period Totals			Year to Date Totals					Full Time Equivalent Pay
		EE Main	EE 50/50	ER	EE Main	EE 50/50	ER	Care Pay Main Section	Care Pay 50/50 Section	
		87.00	0.00	324.00	1,044.00	0.00	3,888.00	18,000.00	0.00	22,200.02
Totals		87.00	0.00	324.00	1,044.00	0.00	3,888.00	18,000.00	0.00	22,200.02

Back Continue

### Screen 3: Employee year to date pensionable pay and contributions

This Pay Period Totals		
EE Main	EE 50/50	ER
87.00	0.00	324.00
87.00	0.00	324.00

“This pay period totals” - towards the left of the screen – summarises the figures entered on the previous section of the return for pay and contributions. If you need to amend these, use the back button to navigate to the previous screen.

“Year to date totals” – in the middle of the screen – only need to be populated as part of your first submission. Once the year-to-date totals for the employee contributions, employer contributions and CARE pay (pensionable pay) have been entered the for the first time, i-Connect will automatically add future pay period figures to these values on each subsequent monthly i-Connect submission. You shouldn't need to re-enter the year-to-date totals again, but you should ensure that you check these figures each month and amend if necessary. When entering year to date values for the first (and only) time, you will need the total for employee contributions, employer contributions and CARE pay period from 1<sup>st</sup> April up to and including the month/pay period you are submitting the return for. It is recommended that you provide these figures as soon as you can after the i-Connect onboarding process and before the end of the scheme year (31<sup>st</sup> March). Failure to provide these figures may mean that you will be required to submit end of year information to the Fund using a separate method outside of i-Connect.

These values will reset at the beginning of the scheme year on 1<sup>st</sup> April and i-Connect will continue to add future pay period figures together on each subsequent submission. Therefore, you will not need to provide the year-to-date values, as these will automatically accumulate each month until the end of the scheme year (31<sup>st</sup> March). However, you should still check that these figures are correct and make any amendments if necessary.

Year to Date Totals				
EE Main	EE 50/50	ER	Care Pay Main Section	Care Pay 50/50 Section
1,044.00	0.00	3,888.00	18,000.00	0.00
1,044.00	0.00	3,888.00	18,000.00	0.00

“Full time equivalent pay” – on the right of the screen – is the annual pensionable pay the employee would receive if they worked full time hours, 52 weeks of the year. This field is mandatory and must be populated every month with the annual full time equivalent pay rate at the time of the pay period.

This field must also be used to enter final pay figures for any employee that leaves the scheme on the month of leaving. This must be the annual final pay for the last 365 days from the date of leaving, based on the LGPS 2008 definition of pay. Please see **Screen 8: Enter leavers and opt outs and Submitting leaver forms and processing leavers** within this document before processing leavers on i-Connect.

Full Time Equivalent Pay

22,200.02

22,200.02

## Online Return - Employee Additional Contributions

✓ Online Return employee information successfully saved.

This is a summary of each employee's additional contributions for this pay period.

If any of the additional contributions are incorrect for an employee, change the value.

Click 'Back' to return to the previous page.

Click 'Continue' to validate and save the additional contributions information displayed and continue to the next page.

### Employee Additional Contributions

Payroll Period End Date 31-03-2021

[Back](#) [Continue](#)

NI Number	Payroll Ref	This Pay Period		This Financial Tax Year			
		EE-APC	SC-APC	AVCs	Add Conts/ARCs	EE-APC	SC-APC
[REDACTED]	[REDACTED]	0.00	0.00	0.00	0.00	0.00	0.00
Totals		0.00	0.00	0.00	0.00	0.00	0.00

[Back](#) [Continue](#)

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### Screen 4: Employee additional contributions for this pay period and year to date

Enter the pay period and year to date additional contributions for each employee into the relevant field.

EE-APC: any employee-only Additional Pension Contributions (APCs).

SC-APC: any shared-cost Additional Pension Contributions (APCs).

AVCs: any additional voluntary contributions to the in-house scheme provider.

Add Conts/ARCs: any Added Years or Additional Regular Contributions (ARCs).

Insert 0.00 if not applicable.

## Online Return - Employee Service

✓ Online Return employee information successfully saved.

This is a summary of each employee's whole-time / part-time status, with the effective date they became whole-time or started working those part-time hours.

If an employee has changed their part-time hours, amend the effective date and enter their new part-time / whole-time hours.

To make an employee whole-time, enter the effective date they became whole-time and remove the part-time and whole-time hours.

If the employee is term-time and does not work 52 weeks of the year adjust part-time hours.

Click 'Back' to return to the previous page.

Click 'Continue' to validate and save the additional contributions information displayed and continue to the next page.

### Employee Service

Payroll Period End Date 31-03-2021

Back Continue

NI Number	Payroll Ref	Part Time?	Effective Date	Part Time Hours	Whole Time Hours
		Yes	01-03-2021	30.00	37.00

Back Continue

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## Screen 5: Employee service

Complete the whole time or part time status for each employee.

**Full-time employees:** the "Part Time?" field must be blank, and an effective date must be populated.

**Part time employees:** select part time - yes, insert the effective date\*, populate the part time hours worked each week. The normal full-time hours must also be populated to give the ratio of part time to full time hours.

\* Effective date must be the first day of the pay period for part time staff (only necessary on the first manual return). This is because our administration system currently holds part time hours as percentages and these will require changing to ratios on the first online return only. For any subsequent return, if an employee changes their working hours, the effective date entered should be the actual date that the change took effect.

**Term time employees:** Term time hours must not be inserted in the part time hours box. If the employee works during term time only, and not 52 weeks of the year, you will need to calculate what the equivalent part time hours would be, and this figure must be inserted in the part time hours field. For example, an employee working 32 hours a week, for only 44 weeks a year, must have their part-time hours calculated as follows:

$$32/52 \times 44 = 27.08$$

27.08 should be entered in the part time hours field.

37.00 should be entered in the full-time hours field (or whatever the normal weekly full-time hours are within your organisation).

## Online Return - Employee Personal Details

✓ Online Return employee information successfully saved.

This is a summary of each employee's personal details.

To change any of their personal details click on the 'Edit' Button.

Click 'Back' to return to the previous page.

Click 'Continue' to continue to the next page.

### Employee Personal Details

Payroll Period End Date 31-03-2021

[Back](#) [Continue](#)

NI Number	Payroll Ref	Title	Forenames	Surname	Date Of Birth	Gender	Partnership Status	Job Title	Action
[REDACTED]	[REDACTED]	Miss	[REDACTED]	[REDACTED]	[REDACTED]	Female	[REDACTED]	PARISH CLERK/ RFO	<a href="#">Edit</a>

[Back](#) [Continue](#)

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## Screen 6: Employee personal details

Check that the personal details of each employee are correct and update if necessary.

Please note, if the options available under the 'Title' drop down list do not meet a member's requirements, please contact us - we can amend this for you.

## Online Return - Employee Contact Details

This is a summary of each employee's contact details.

To change any of their contact details click on the 'Edit' Button.

Click 'Back' to return to the previous page.

Click 'Continue' to continue to the next page.

### Employee Contact Details

Payroll Period End Date 31-03-2021

Back Continue

NI Number	Payroll Ref	Surname	Address	Email Address	Telephone Number	Mobile Number	Action
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Edit

Back Continue

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## Screen 7: Employee contact details

Check that the contact details of each employee are correct and update if necessary.

Note: i-Connect requires address lines 1 and 2 to be populated, so you may be prompted to change the address fields when editing other information.

The personal email address of the employee should be entered here. This field is not mandatory, but it is important as we look to move to more regular online communication with members. Populating this field will not affect access to the Member Self-Service Portal.

## Online Return - Employee Leavers & Opt Outs

This is a summary of each employee who will be included in the return for this pay period, including those who have already left.

To tell the pension team about new leaver enter the date they left employment or opted out of the fund.

For leavers, enter a reason for leaving. For opt outs, tick the 'Are they opting out?' box.

Click 'Back' to return to the previous page.

Click 'Continue' to continue to the next page.

### Employee Leavers & Opt Outs

Payroll Period End Date 31-03-2021

Back Continue

NI Number	Payroll Ref	Surname	Date Left Scheme	Select Reason	Enter Reason	Opt Out?
[REDACTED]	[REDACTED]	[REDACTED]	<input type="text"/>	Reason... <input type="text"/>	<input type="text"/>	<input type="checkbox"/>

Back Continue

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## Screen 8: Enter leavers and opt outs

To process a leaver, in the 'Date Left Scheme' field, enter either:

1. The date the employee left their post, or
2. If the member has opted out, the date the member stopped being an active member of the pension scheme.

Then select a reason for leaving using the drop-down options available\*.



\*If the reason for leaving is not shown, you can type the reason into the free format 'Enter reason' text box.



**Important:** The final pay figure for the last 365 days from the date of leaving, must also be inserted in the full-time equivalent pay field (screen 3) at the month of leaving for all members who have left or opted out. Please see the [Submitting leaver forms and processing leavers](#) section before processing any leavers.

**Opt outs:** If an employee opts out of the scheme, **do not** tick the opt out box, but instead please free type the reason for leaving as 'opted out'.

Note: It is mandatory to provide a reason for leaving and this should be one of the following:

- opted out of scheme
- voluntary resignation
- end of fixed term contract/temporary appointment
- dismissal
- dismissal – fraud/grave misconduct
- redundancy / efficiency (member is under age 55)
- TUPE transfer
- attained normal pension age (NPA) equal to state pension age
- attained age 55-60 and wishes to receive immediate payment of benefits
- attained age 60-NPA and wishes to receive immediate payment of benefits
- ill-health (please indicate which tier – 1, 2 or 3)
- attained age 55 (please indicate if in the interests of efficiency or by reason of redundancy)
- flexible retirement
- death in service.

## Online Return - Completion

You have completed all sections of the online return.

Click 'Back' to review and change any employee details.

Click 'Cancel' to cancel the return submission. This will remove all entered data for the employees.

Click 'Proceed' to continue to the Latest Upload page'. You must select 'Proceed' on the Latest Upload page to submit the return data to the administering authority.

**Back** **Cancel** **Proceed**

**Payroll Period End Date** 31-03-2021

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## Screen 9 – Complete online return

Press proceed to continue with the online return.

Press back if any amendments are required or to review each section again.

Press cancel to cancel the submission for the pay period – **no information will be saved.**

## Latest Upload

✓ Online Return successfully submitted.

Your payroll data is now being processed and this page will refresh shortly.

A list of detected events will be available when this stage is complete.

You must select the 'Proceed' button to update your administering authorities target system with the detected events or select 'Cancel' if you need to resubmit the data.

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## Screen 10: Latest upload

You will receive confirmation that the online return has been successfully submitted.

This screen should automatically refresh within 30 seconds. If it doesn't, please click 'refresh'.

## Latest Upload

Below is a summary of the latest file submission to i-Connect for the selected payroll.

You may proceed with the processing of this submission by clicking the 'Proceed' button, or alternatively cancel the submission by clicking 'Cancel'.

File Name	Period End Date	Expected Submission Date	Submission Date	Submission Type	Status			
online return	31-03-2021	31-03-2021	09-12-2021 15:50:02	Payroll Upload	Pending			
Submission Statistics								
Total Number of Payroll Members Tracked by i-Connect				1				
Omitted Payroll Members (present on a previous submission, and no leaver event processed)				0				
Payroll Members submitted this period	1	Payroll Members in Error	0	Accepted for Processing	1			
Pensionable Pay (Period)	£1,500.00	Employee Main Contributions (Period)	£87.00	AVCs (YTD)	£0.00			
Main CARE Pay (YTD)	£18,000.00	Employee Main Contributions (YTD)	£1,044.00	Add Conts/ARCs (YTD)	£0.00			
50/50 CARE Pay (YTD)	£0.00	Employee 50/50 Contributions (Period)	£0.00	Shared Cost APCs (Period)	£0.00			
		Employee 50/50 Contributions (YTD)	£0.00	Shared Cost APCs (YTD)	£0.00			
		Employer Contributions (Period)	£324.00	Employee APCs (Period)	£0.00			
		Employer Contributions (YTD)	£3,888.00	Employee APCs (YTD)	£0.00			
Submitted By User: PaulaJenner			Processed By User:					
Events	Total	Pending	Submitted	Completed	Failures	Errors	Suppressed	Progress
New Starter	0	0	0	0	0	0	0	
Opt In	0	0	0	0	0	0	0	
<b>Service</b>	<b>1</b>	<b>1</b>	0	0	0	0	0	<input type="text"/>
<b>Salary</b>	<b>1</b>	<b>1</b>	0	0	0	0	0	<input type="text"/>
<b>Contributions</b>	<b>1</b>	<b>1</b>	0	0	0	0	0	<input type="text"/>
Additional Contributions	0	0	0	0	0	0	0	
<b>CARE Pay</b>	<b>1</b>	<b>1</b>	0	0	0	0	0	<input type="text"/>
Service Break	0	0	0	0	0	0	0	
Member Details Update	0	0	0	0	0	0	0	
Member Address Update	0	0	0	0	0	0	0	
Works Address Update	0	0	0	0	0	0	0	
Opt Out	0	0	0	0	0	0	0	
Leaver	0	0	0	0	0	0	0	

**Proceed** **Cancel**

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## Screen 11: Latest upload - summary of submission - not yet submitted

This screen displays a summary of your submission. Please carefully check the monetary figures and details in the table. If you are happy that this information is accurate, click 'proceed' to continue.

## Tolerance Failures

 Please review the tolerance failures on this submission and confirm each failure can be ignored by checking the boxes on this page. Once completed, click 'Proceed' to continue.

### Tolerance Failures

#### This submission compared with previous submission

Tolerance	Tolerance Amount	Previous Submission Total	Total This Submission	Difference
Payroll Members	10%	5	4	-20%
Pensionable Pay	10%	£5,000.00	£4,000.00	-20%

#### Other tolerance checks

Check	Total Members Last Submission	Total New Starters this Submission	Tolerance Amount
Number of New Starters for this Submission is greater than the tolerance allows	5	1	10%

I confirm that all tolerance failures and/or validation errors are accepted

**Proceed**

### Tolerance failures screen:

This screen will only show if your submission for this period has failed the tolerance levels set for your organisation during the onboarding process.

This page will show you which areas of the submission have failed the tolerances and by how much compared to the previous submission.

If you can account for these tolerance failures and know that the information is correct, you can proceed with the submission by checking the confirmation box and clicking proceed.

If you realise that you are about to submit incorrect information, you will need to click on 'latest upload', 'cancel' and restart your online return for the pay period.

## Latest Upload

Below is a summary of the latest file submission to i-Connect for the selected payroll.

File Name	Period End Date	Expected Submission Date	Submission Date	Submission Type	Status			
online return	31-03-2021	31-03-2021	09-12-2021 15:50:02	Payroll Upload	Complete			
Submission Statistics								
Total Number of Payroll Members Tracked by i-Connect				1				
Omitted Payroll Members (present on a previous submission, and no leaver event processed)				0				
Payroll Members submitted this period	1	Payroll Members in Error	0	Accepted for Processing	1			
Pensionable Pay (Period)	£1,500.00	Employee Main Contributions (Period)	£87.00	AVCs (YTD)	£0.00			
Main CARE Pay (YTD)	£18,000.00	Employee Main Contributions (YTD)	£1,044.00	Add Conts/ARCs (YTD)	£0.00			
50/50 CARE Pay (YTD)	£0.00	Employee 50/50 Contributions (Period)	£0.00	Shared Cost APCs (Period)	£0.00			
		Employee 50/50 Contributions (YTD)	£0.00	Shared Cost APCs (YTD)	£0.00			
		Employer Contributions (Period)	£324.00	Employee APCs (Period)	£0.00			
		Employer Contributions (YTD)	£3,888.00	Employee APCs (YTD)	£0.00			
Submitted By User: PaulaJenner			Processed By User: PaulaJenner					
Events	Total	Pending	Submitted	Completed	Failures	Errors	Suppressed	Progress
New Starter	0	0	0	0	0	0	0	
Opt In	0	0	0	0	0	0	0	
<b>Service</b>	<b>1</b>	0	0	<b>1</b>	0	0	0	
<b>Salary</b>	<b>1</b>	0	0	<b>1</b>	0	0	0	
<b>Contributions</b>	<b>1</b>	0	0	<b>1</b>	0	0	0	
Additional Contributions	0	0	0	0	0	0	0	
<b>CARE Pay</b>	<b>1</b>	0	0	<b>1</b>	0	0	0	
Service Break	0	0	0	0	0	0	0	
Member Details Update	0	0	0	0	0	0	0	
Member Address Update	0	0	0	0	0	0	0	
Works Address Update	0	0	0	0	0	0	0	
Opt Out	0	0	0	0	0	0	0	
Leaver	0	0	0	0	0	0	0	

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## Screen 12: Latest upload - summary of submission – complete

This screen displays a summary of what you've submitted. You may need to click 'refresh' until the status changes to 'complete' and all progress bars are green.

If the progress bars remain grey after you have tried refreshing multiple times, you may still be on the previous screen and will need to scroll down and click proceed. If any of the progress bars are red, or there are any errors or suppressions showing, please contact us as soon as possible so that we can assist you.

## East Sussex Pension Fund: i-Connect specifics and additional information

### National insurance numbers

National insurance numbers provided on the online return must be the employee's actual NI number and not a temporary one. Information cannot be processed on i-Connect without each employee's correct national insurance number. Please contact us if you do not hold an NI number for any of your employees.

### Payroll reference field

Generally, this is the employee's payroll number with the current employer. It should be a unique identifier for each post in your organisation. Please contact us if this identifier is not unique, and you use the same payroll reference for employees that have multiple posts.

### Address fields

Note that i-Connect requires address lines 1 and 2 to be populated, so you may be prompted to change the address fields when editing other contact information.

### Email address field

The personal email address of the employee should be entered into the email address field if available. This field is not mandatory, but it is important as we look to move to more regular online communication with members. Populating this field will not affect access to the Member Self-Service Portal.

### Submitting leaver forms and processing leavers

The Fund no longer requires LGPS-8A leaver forms (leaving the pension scheme without immediate payment of benefits) to be submitted by employers who are using i-Connect. Instead, the final pay figure for the last 365 days from the date of leaving (based on the LGPS 2008 definition of pay), must be inserted in the full-time equivalent pay field (screen 3) at the month of leaving for all members who have left or opted out. This includes casual workers. Further information about the pre-CARE scheme 2008 definition of final pay can be found in the FAQs at the end of this document. Please note, if you are using a final pay figure for a year different to the last 365 days, for example, if there has been a pay reduction or a valid certificate of protection of pension benefits has been issued, you will need to inform us separately of the date to which the final pay figure relates.

Leaver forms LGPS-9A (leaving the scheme with immediate payment of benefits), LGPS-10A (left the scheme due to death in service), and RET2 forms (inform us that the retirement is going ahead) are still required and will not be replaced by i-Connect submissions.

Please also ensure that you follow the guidance provided in section **Screen 8: Enter leavers and opt outs** and also the **Leaving employees on the return after they have left the pension scheme** section below.

### Leaving employees on the return after they have left the pension scheme

Once you have processed a leaver on your online return, the member will still be included on future returns until you take further steps to remove them. This is to ensure that any pay arrears that occur after a member has left the scheme, can still be processed by i-Connect. To process the backpay on i-Connect, you should insert the amounts for the arrears of pensionable pay and contributions for the payroll month that the backpay was processed in and ensure that all cumulative values are correct and include any arrears of pay.

If you know that arrears of pay is still due to an employee after they have left the pension scheme, the member should be left on the return to ensure that any arrears of pay is processed by i-Connect. If there is no outstanding pensionable backpay, employees should be removed from the return by selecting 'remove' in the action column of that member on the employee summary screen 1 (see below).

Any historic leavers must be removed from the file at the end of the Scheme year and not be included from 1st April. If backpay is processed for employees after they have been removed from the return, please contact us as soon as possible to provide details. Whether to leave employees on the return and for how long, will be different for each employer, please speak to the Fund regarding this as part of your onboarding process.

## Online Return

This is a summary of each employee who will be included in the return for this pay period.

Click the 'Add New Starter' button to add any new employee to the return.

Click the 'Remove' button to remove any new starter or leaver from the return.

Click the 'Continue' to go to the contributions and pay page.

### Employees

Payroll Period End Date 30-04-2021

Add New Starter Continue

NI Number	Payroll Ref	Surname	Forenames	Gender	Date Of Birth	Status	Actions
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Non-Active	Remove

Continue

## Removing leavers from your online return

To remove a processed leaver from the i-Connect return, select 'remove' in the action column of that member on the employee summary screen 1.

Confirm that you wish to delete the employee. All information for the member should have been submitted on previous online returns. Press 'OK' to agree and delete the employee from the i-Connect return.

app.i-connectdata.co.uk says

Are you sure you wish to delete this employee and all their data for this return period?

OK

Cancel

The employee has now been successfully removed from i-Connect.

## i-Connect online return guide

### – supplementary guidance

✓ Online Return employee successfully removed.

#### Online Return

This is a summary of each employee who will be included in the return for this pay period.

Click the 'Add New Starter' button to add any new employee to the return.

Click the 'Remove' button to remove any new starter or leaver from the return.

Click the 'Continue' to go to the contributions and pay page.

#### Employees

Payroll Period End Date 30-04-2021

Add New Starter Continue

NI Number	Payroll Ref	Surname	Forenames	Gender	Date Of Birth	Status	Actions
Continue							

You can now continue with your i-Connect submission as usual.

## Frequently asked questions

Below is a list of frequently asked questions. If you have any further questions, please contact Paula Jenner or Tim Hillman at East Sussex Pension Fund (contact details on page 23).

### **If I don't have time to finish an online return, can I come back to it later?**

Yes, once you have completed a full section or screen of the online return and press continue, this will save all the information you have entered up to that point. When you next log in you can continue with your online return. Note: i-Connect does not currently have the functionality to save part way through a screen; all fields need to be completed on a screen in order to save and continue. Please note, if you navigate backwards through a return before saving the screen you are working on, this information will not be retained.

### **Why are employees listed by national insurance number and payroll reference rather than their name?**

Currently, i-Connect lists employees by national insurance number. The software development team for i-Connect understand that displaying names of employees would greatly assist employers when entering information. This improvement is expected to be released in 2022.

### **Why won't i-Connect let me record part time hours for an employee?**

If you are submitting your very first online return, the part time hours effective date must be the first day of the pay period. This is because we currently hold part time hours as percentages and these will require changing to ratios on the first online return only. For any subsequent return, if an employee changes their hours, the effective date entered should be the actual date that the change of hours took effect from. If you are unable to insert part time hours for a new starter that you have added during that same pay period, this is because you may not have checked the part time box when adding the member on the first screen, so you should navigate backwards, edit the new starter details and tick part time. If your problem persists, please contact us.

### **What forms do East Sussex Pension Fund employers still need to submit if they are onboarded onto i-Connect?**

If you are onboarded onto i-Connect, you will no longer have to submit the:

- LGPS-5A starter form
- LGPS-5B change of details form, as this information will be on your i-Connect online return.
- LGPS-8A leaver form but instead, the final pay figure for the last 365 days from the date of leaving, must be inserted in the full-time equivalent pay field (screen 3) at the month of leaving for all members who have left or opted out.

All other forms, including LGPS-9A (leaving the scheme with immediate payment of benefits), LGPS-10A (left the scheme due to death in service), and RET2 (inform us that the retirement is going ahead) forms are still required.

Please note, there may be occasions where the Fund will still need to contact you with regards to a particular employee's leaving or joining details.

### **Do I need to still send the LGPS31 contribution Form?**

We will still require the LGPS31 monthly contributions form to be sent as part of your normal monthly practice and it must be received by the 18<sup>th</sup> of the following month. We are hoping that after some future development releases from the i-Connect team, we will be able to reconcile monthly contributions through the i-Connect system. We will send a separate notification on this once we are confident i-Connect can provide the information needed.

### **What do I do if some of the information for a member that has already been submitted is incorrect?**

The cumulative values can be corrected if you need to amend contributions or pay figures, provided it is within the same pension scheme year (1<sup>st</sup> April – 31<sup>st</sup> March). For anything else, please contact us.

### **What is meant by the 2008 definition of final pay and when do I need to submit this information?**

Final pay is the full-time equivalent pensionable pay in the previous 365 days of scheme membership from date of leaving, or one of the previous 2 years if this is higher. The definition of final pay is from the 2008 regulations, and this includes any additional payments that were pensionable before the scheme rules changed in 2014. It includes your normal pay, contractual shift allowance, bonus, contractual overtime, maternity pay, paternity pay, adoption pay, shared parental pay and any other taxable benefit specified in your contract as being pensionable. It should not include any pay for non-contractual overtime or additional hours. If you were part-time for all or part of the final year, the whole-time pay that you would have received if you had worked whole-time is used. If your pay in your final year was reduced because of sickness or relevant child related leave, final pay is the pay you would have received had you not been on sick leave or relevant child related leave. For more information about final pay and how it is used in working out benefits, please visit <https://www.lgpsmember.org/more/2008-2014.php>. Please note, if you are using a final pay figure for a year different to the last 365 days, for example, if there has been a pay reduction or a valid certificate of protection of pension benefits has been issued, you will need to inform us separately of the date to which the final pay figure relates.

The final pay figure must be included on your i-Connect online return for all members who leave or opt out at the month of leaving. This should be included in the full-time equivalent pay field (screen 3) - doing so means that an LGPS-8A leaver form will not be required.

### **What should I do if my return won't process on i-Connect or there are errors or suppressions showing?**

Please contact us if you have any issues submitting or processing your online return, so that we can help. These may be down to formatting issues or data queries which we can investigate.

## Contact us

If you have any queries regarding this supplementary guide or require any assistance with i-Connect, please contact:

**Paula Jenner**

Email: [Paula.Jenner@eastsussex.gov.uk](mailto:Paula.Jenner@eastsussex.gov.uk)

Call: 07762 700069

**Tim Hillman**

Email: [Tim.Hillman@eastsussex.gov.uk](mailto:Tim.Hillman@eastsussex.gov.uk)

Call: 07935 014575