West Midlands Pension Fund

EMPLOYER HUB: FAQs

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Click on a question above to be taken directly to our response, or continue scrolling to read on.

General Processing

How do I access the Hub?

Access to the Hub is through our website: **Employer Hub Landing Page**

Please bookmark this page as it contains important information about any scheduled downtime or known issues.

Where do I go for help with the Hub?

In the first instance, please check our website which contains guidance documents and videos to help you: **Employer Hub**

You can also book onto our upcoming webinars which focus on individual processes in Hub like monthly submissions or leaver notifications: **WMPF Webinars**

If you still can't find the answer to your question, please email us at **WMPFEmployerHubEnquiries@wolverhampton.gov.uk** or call us on **0300 111 6516**.

How can I search for an employer record?

You can search by employer name or employer number. The search function is elastic, so you should be able to put just one part of the name in for a list of matching records to be returned.

How do I access documents on a member or employer record?

Documents are accessible from the 'Document' list on an individual member or employer record. Once you have clicked on the required document it will appear as a PDF in the bottom left hand corner of your browser window. You should double click on this to open it, and you can view it or save it locally from there (if required).

As a team leader will I have visibility of the Work Feeds for my entire team?

All users can see:

- Items in a group Work Feed to which they belong
- Their own Work Feed
- The Work Feeds of other users that are in the same group Work Feed

All users can pick up and reassign work where the process allows.

Members

Can we see if the member has a nomination form?

This functionality is not available currently; however, discussions are underway to review data protection implications, and we will notify users if this functionality is added.

Can I run an active member list?

A report is available for active members through the SSRS Reports tile on the Hub homepage. This report shows all members who are active on the administration database and categorises these into potential leaver categories (where applicable). This report can also be exported out of the Hub into Microsoft packages, including Excel.

What search criteria can be used to access a member's record?

The Employer Hub includes new elastic search functionality - you can search for members using one of the following criteria: forename, surname, National Insurance Number, pension reference number, or pay reference number.

Can I search for members by type – i.e. protected, gender etc.?

The Employer Hub includes new elastic search functionality - you can search for members using one of the following criteria: forename, surname, National Insurance Number, pension reference number, or pay reference number.

In the active member report, active members, possible leavers, confirmed leavers etc. are identified and can be filtered in the report and once exported to Excel.

It is not possible to search by gender/protected members etc. However, if required by employers, this can be investigated in the future.

Processes

Can I see if a member of my team has uploaded a leaver notification to a member's record and what they have submitted (before it's been processed)?

You can see if an S4 leaver notification has been submitted on a member's record by navigating to the documents on the specific member's record after the process has been completed by the user. If an S4 has been submitted a document entitled 'Hub S4 Early Leaver/Opt Out' (or whichever type of notification is relevant) will be visible on the record. This can be opened as a PDF document to view what information has been submitted. This is only possible after the notification has been submitted.

Are we able to access colleagues' Work Feeds if they are off work and move them to another user?

Processes that are currently re-assignable by Superusers are the S15 Work Feed Queries and Monthly Submissions. Superusers can view other users' Work Feeds by clicking on the Work Feed tile on the homepage and selecting the relevant user from the drop-down selection box on the left-hand side of the web page.

When making a change such as an S10 does the user get anything that shows a change has been made by whom and when? We would normally keep a copy of this on our records.

Hub S4s or Hub S10s submitted via the Employer Portal are currently viewable by the employer on an active member's record in the member's documents. Currently when a change is made through an S10 process, if the change relates to a service update, the member will receive a revised membership certificate. If a process is sent to the Fund, the Fund will have record of the change against the member's record. The Fund will continue to assess the appropriateness of what information can be accessed by an employer on an active member's record.

When submitting retirement notifications is it possible to upload multiple pages or do you need to collate them all into one document?

You can either scan all documents (i.e. relevant certificates, RB1 and RB1D) as one PDF and upload a single PDF, or if you aren't able to do that you can compress multiple files into a zipped folder and upload the zipped folder. There is no need to password-protect documents or zipped files, as the Hub is a secure platform.

As most of us are still working from home and receiving photos of documents from members, these photos are too large to upload, particularly where there are multiple images. If you do have multiple images, please paste them into Word documents and save the Word documents as PDF which reduces the size of the image by up to 90%. You can then save your PDFs into a compressed/zipped file and upload them as normal.

Are we able to delete processes that are no longer required from our Work Feed?

Deletion of unrequired processes needs to be carried out internally by the Fund as a control mechanism due to potential implications on the database and other areas of processing. If you need to request deletion of a monthly submission process, please email
WMPFMonthlySubs@wolverhampton.gov.uk
For all other processes please email
WMPFEmployerHubEnquiries@wolverhampton.gov.uk

In Web Portal you select the member that you want to start a process for first - is it the other way round in Hub?

Yes, you have to start the process first and attach it to a member's record, which you can search for using one of the following criteria: forename, surname, National Insurance Number, pension reference number, or pay reference number.

Can I view two windows (e.g. process and member record) at the same time?

Yes, you can snap your windows so that they sit side-by-side, here is a **Microsoft guide**.

Monthly Submissions

How does the monthly submission process work for an employer with multiple subsidiaries?

As per the current Web Portal functionality, multiple employers can be uploaded on the same file on one employer record, or individually to each employer record.

Currently we submit all of our clients' monthly submissions on one data file. Will this still be possible?

Yes, multiple employers can be uploaded on the same file as per the current practice in the Employer Web portal.

If you submit one document for several employers does the remittance show as one or for each employer number or just a bulk total?

If you submit multiple employers on one file, a web remittance advice (WRA) per employer will be produced, as you have to create WRAs for each employer as part of the process if you submit more than one employer on a file. Each WRA will sit on each employer record in the document library.

Will we still be able to view/save the remittance advice?

Yes, the web remittance advice will remain the same as it currently is in Web Portal as a PDF saved in the employer documents which can be downloaded and saved locally.

Once the monthly data file has been submitted where do you find the web remittance advice?

As with web portal, your Web Remittance Advice (WRA) can be found in the document library on your employer record. If you have several documents in your library you can use the filters on the left-hand-side of the document library to filter using key words, like 'remittance'.

Will the web remittance advice (WRA) be available to everyone with access to the employer or just the person who submitted the return?

The WRAs will be available to everyone with access to the employer.

Are we using the same CSV file template for the new hub/portal when uploading monthly submission files?

Yes, the CSV file format is the same and has not changed.

Are there any changes to the monthly submission process?

The process length has been reduced, with some steps taken out. There is also now the opportunity for larger files to be sent to an auto-scheduler for validation, meaning that you can continue to work on other processes whilst your file is being validated in the background, rather than tying up your processor for a long period of time.

Is there an updated file checker?

The current file checker is still valid because the data file requirements have not changed from Web Portal to Hub. If you are having issues with the file checker, you may not be using the most recent version - please email **WMPFMonthlySubs@wolverhampton.gov.uk** if you think your file checker is not up to date.

At what point does the file become large, and should be run through the large file route to be sent to the auto-scheduler?

Ultimately that's for you to decide - you can, in theory, send a file with only ten members on through the large file route to the auto-scheduler, as there is no limit on either process route. We would suggest upwards of a hundred, but you may wish to try your files through each route to help you decide which is best for you.

When will we be able to see the monthly contributions that have been posted?

Currently you are not be able to see a member's monthly contributions when they have been posted onto a member's record.

On an employer's record, once the Monthly Submission has passed through our Finance and Data Team's processes you will be able to see the data that has been added to the record from the monthly submission through the 'Additional Information' tab in the employer History Views.

Are new joiners still submitted on the monthly data submission?

Yes, new joiners should be added to the file in the month that they joined the scheme. If you are unsure what your file should contain please review the **File Layout and Sample File** documents on our website.

Deferment S15 Work Feed Queries

Will existing S15 email queries be transferred to my Employer Work Feed?

Existing queries will not be loaded onto the Work Feed initially. However, if the Fund is required to issue reminders to you at a future date for previously raised queries, these will be sent to you via the new Work Feed process.

What type of cases will be received via the Work Feed queries?

Initially only queries in relation to the processing of S4 deferments will be raised using the Work Feed query process. Going forward the Fund will assess employer feedback and review other high-volume query areas which may benefit from this method of query.

Who will the Fund issue the S15 Deferment Work Feed query to?

Deferment S15 queries go to the employer Work Feed to be allocated to other users from there. Should any follow up queries be required on receipt of the initial response these will directed to the individual providing the original response.

How will I know who to send the query back to at the Fund?

The Work Feed query process will automatically be directed back to the team member raising the query within the Fund when you submit your response.

Is a notification sent to notify users that a query has been submitted?

No, a notification is not currently sent. We ask that users regularly check their employer Work Feeds for new queries; we suggest daily.

Are you able to view who has any queries allocated to them? Or is it that you can view your own and the ones in the group tray?

Yes, you can view what S15 queries a hub user has allocated to them by selecting a user from within the Work Feed tile.

If someone has been allocated a query and then is off can someone else go onto their workfeed and reassign to someone else?

Yes, you can view the S15s that a user has in their tray as described above, and then reallocate from there.

I am still receiving queries from the Fund regarding member benefits by email, why is this?

Currently only queries relating to S4 deferment submissions will be raised via the Work Feed query process.

Is it possible to speak to someone directly to discuss the query on receipt of the S15 Deferment process?

Contact details of the individual raising the query will be provided on the enquiry form to enable a telephone call to be made to aid understanding and reduce the number of follow up queries.

Is there a timescale within which the Fund expects a response to queries to be returned?

The Fund's **Pension Administration Strategy** sets out expectations in respect of response times; specifically in relation to S15 queries this is within ten working days of the Fund raising the query with you the employer.

Can I use the Work Feed process to raise queries with the Fund?

The Work Feed query process is not intended for use in this way. You should continue to raise queries with the Fund in the usual way (i.e. Web Employer Queries via the Employer Hub, emails, telephone).

If the Fund does not receive a reply to a query how will it remind or prompt an employer to respond?

The Fund will periodically review the number of queries outstanding and where necessary and/or appropriate will engage with employers directly.

Access

Do we have to set ourselves up on the new system, or will our details be ported over?

At the point your organisation goes live all web user accounts will be migrated to the new system by the Fund – you will not be required to create user access for existing accounts. Please ensure your web user list always remains up to date to ensure all details which are migrated are correct as this will minimise any issues when you migrate.

We outsource our payroll processing to a third-party; would you recommend that someone within our payroll provider is made a superuser in order to give appropriate access rights within the payroll provider?

Yes, there should be at least one superuser at each organisation that will be submitting data to us. It is encouraged that each organisation has two superusers.

There are two users at my organisation – can both have super user access?

Yes, employers are not limited to the number of 'super users' however, for security we would recommend this is kept to a minimum.

Would our Payroll Provider be granted Super User Access for our customers? Would we be able to update the contacts in-house or would we need to go via the employer?

The system is configured to enable both employers and payroll providers to have Superuser access to enable the granting of access to team members.

Please continue to notify the Fund directly of any contact changes (as opposed to Hub user requirements), such as your day-to-day contact or Finance contact, and especially if you are changing your payroll provider.

How can I tell if I have Superuser access?

If you have access to the user registration process and can run the Managed User report this means you have Superuser access.

I used to have access to the old employer portal but now I'm unable to access the system.

If you have not accessed your Web Portal account after 1st January 2020 your access will have been removed. Speak to your organisation's Superuser to request access. If no one else at your organisation has access please **contact the Fund** to request access.

My organisation uses a third-party payroll provider, do I have to have access as the employer?

If you outsource your payroll to a third-party you do not need access yourself; however, you may wish to have access in addition to your payroll provider if you wish to access member records to run estimates, for example.

Is the reset password link still available for users?

Yes, the 'forgot password' link is still available; if you forget your password, you will be prompted to enter your username and the answer to your security question, you will then be able to reset your password.