

Uploading Retirement Documents – A Short Guide

When you notify us if a retirement or death in service on an exit interface you are expected to submit the following documents along with the interface:

- [RB1](#) & [RB1\(D\)](#) complete by the member – *for active retirements*
- Copy of death certificate – *for death in service*
- Copy of member's birth certificate
- Copy of marriage/civil partnership certificate (if applicable)
- Copy of eligible children's birth certificate (if applicable) – *for death in service*
- Copy of spouse/partner's birth certificate – *for active retirements*.

- ⇒ To submit these documents you must enter a 'Y' in column F on the exit interface.
- ⇒ This will launch a *document upload* case in your *workflow schedule* for you to upload the relevant documents.
- ⇒ One workflow will be launched for each member on the exit interface that has a 'Y' in column F.

Important: if you have selected 'Y' in column F the exit interface will not be submitted to us until you have uploaded the documents using this process.

Documents cannot be be uploaded for an ELOO (Early Leaver). If you have something that you need to submit, please create an Admin Referral case to attach the document to.

The process for uploading documents to these workflows and submitting them to us is the same regardless of whether it's a retirement or a death in service. For both types of document upload, clicking anywhere on the tile in your schedule will open the case.

We recommend making a note of the *Case ID* for your records. Supplying this to us as part of any queries that arise for individual cases allows us to view the cases and investigate as needed.

For a Retirement case, the *document upload* workflow will look like this in your schedule:

LGPS Retirement Quote

 Member 80111415

| | |
|---------|--|
| Case ID | Assigned To |
| 335089 | BATCKEMPLOYER1  |

Start Date: 28 May 2024

 **Action Required**

For a death in service case, the *document upload* workflow will look like this:

Death Notification Documents

 Member 80111418

| | |
|---------|---|
| Case ID | Assigned To |
| 335088 | BATCKEMPLOYER1  |

Start Date: 28 May 2024

 **Action Required**

When the case has opened, click “Choose File”. A dialogue box will open for you to choose the right documents:

Case ID : 335088

Employer Interface

Upload Documents

Document to Upload 1:
 No file chosen

Document Filename 1:

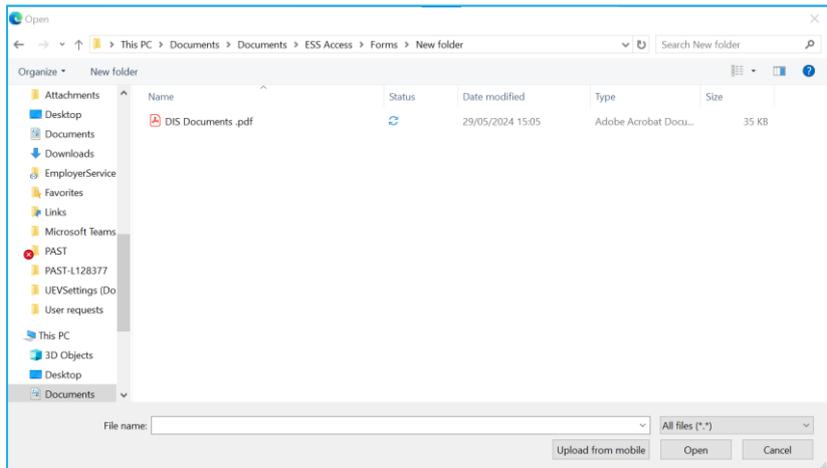
Document to Upload 2:
 No file chosen

Document Filename 2:

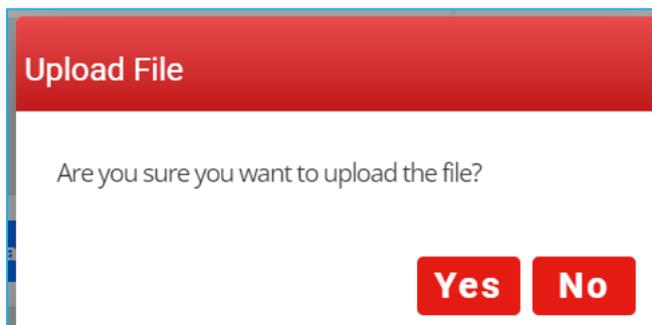
Document to Upload 3:
 No file chosen

Document Filename 3:

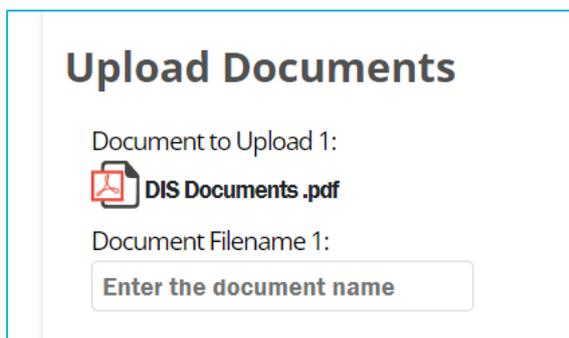
Select the relevant document and click “Open”:



Click “Yes” for the file to upload:



You will then need to enter a “Document Filename” in the relevant field, for example “MEMBER NAME RB1 Forms”. Please make this as clear as possible:



You can upload a maximum of three documents, but you can combine multiple documents onto a single PDF if you have more than three to load.

Important:

- ⇒ file names must not contain special characters (including apostrophes)
- ⇒ zipped files are not accepted.

Once you have uploaded all the required files, select “Continue”:



This will submit the document upload case to us to and allow us to process the member’s retirement or death in service.

Full details of how to submit an exit interface, along with all other aspects of using ESS, are available in our [Full ESS User Guide](#).