i-Connect File Upload Guide

Sending data to your pension fund V5

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Revision History

Vsn	Date	Updated By	Approved By	Details of Amendment
1.00	31/10/2016	P Stocks	C Lewis	First release
2.00	13/06/2018	K Pridgeon	J Dale/E Fisher	Rebrand
2.01	04/07/2018	J Dale	C Lewis	Updated with rebranded images
2.02	01/07/2019	J Dale	C Lewis	Genesee release update
4.00	29/05/2020	J Dale	C Lewis	Hudson release update
5.00	02/10/2023	C Lewis	I Baker	Rebrand and Update to Wye Release

Introduction

This guide explains how to use i-Connect to send information about Local Government Pension Scheme (LGPS) members in your organisation to your pension fund.

i-Connect is an Internet application that helps to manage the transfer of employee information from payroll administrators to pensions administrators.

Throughout this guide, we refer to monthly processing; i-Connect can accept files from weekly, fortnightly, lunar (four-weekly) or monthly payrolls.

You can upload data about your employees in a file into i-Connect using a web browser. i-Connect then automatically identifies and sends information about new joiners, opt-outs and leavers, together with pay and contributions, to your pension fund. In addition, this process fulfils your record-keeping obligations.

FAQs

There is a FAQ section at the end of this guide with answers to some of things that occasionally go wrong when uploading and submitting a file.

Who to Contact

If you have any questions about using i-Connect, please contact your pension fund.

Payroll Dashboard

After you have signed in, you will land on the **Payroll Dashboard** page, where you will be able to upload employee data to the pension fund.

Payroll Dashboard

Select the **Upload** icon to submit employee data for this pay period.
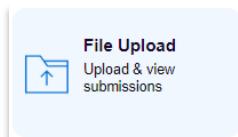
File Upload icon

Payroll Selection

It is important to remember that the information displayed on the Dashboard relates only to the currently selected payroll. You can select a payroll using the payroll drop-down list on the **i-Connect Payroll Dashboard**.
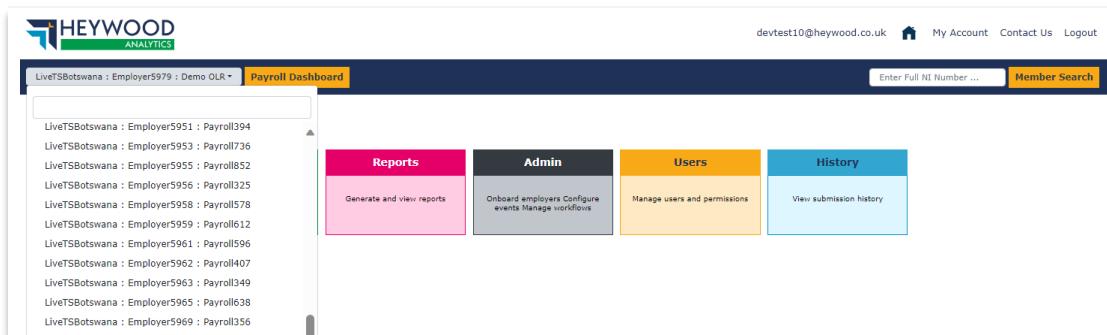
Payroll Dashboard

You can also start typing in the edit field to perform a contains search if you have many payrolls to select from.
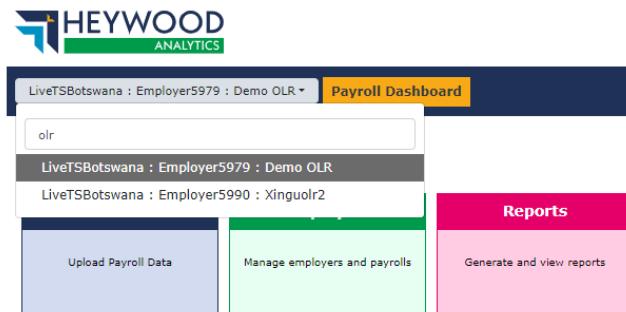
Payroll Dashboard drop-down search field

Upload File

To upload a payroll extract file to i-Connect, select the **Browse** button. Navigate to the file's location, then select the **Upload File** button. i-Connect checks to make sure the correct file has been uploaded for that month.

Upload File page

When the file is accepted for processing a **Member Employment Checking** message will be displayed.

Member Employment Checking

i-Connect is currently processing member data from the target system and comparing it to the uploaded payroll file. When this processing is complete, this page will display the results. Please try again later.

Member Employment Checking message

The Member Employment Checking process checks to see if any target system records have been deleted by the pension fund. If no records have been deleted, the **Latest Upload** message will be displayed, stating that the payroll file is being processed.

Latest Upload

A payroll file has been uploaded to i-Connect and is being processed. The detected events will be shown here when this is complete.

Latest Upload message

Payroll Extract File Size Limit

i-Connect will reject any payroll extract file greater than 20 megabytes in size. An error message stating this will be displayed.

🚫 The selected file for upload is too big. Max file size is 20MB.

File upload error message

Member Employment Checking

Member employment checking looks for employees who have been deleted from the pension fund's system, Altair. Members can be deleted for several reasons but, generally, this is because the pension fund has decided that a post change should not create a new record on their system.

The pension fund should send you a list of the old payroll references. These must be removed from the payroll extract file to avoid duplicate errors. The pension fund has also been instructed to ensure that all matching fields (NI number, payroll reference, date of birth, sex, and surname), are updated on their system, to ensure that you can select the correct member when processing a re-match.

Member Employment Checking Process

i-Connect checks Altair to make sure that all members processed on the last file submission are still present. If i-Connect finds that one or more members are missing from Altair, the **Member Employment Checking** page is displayed.
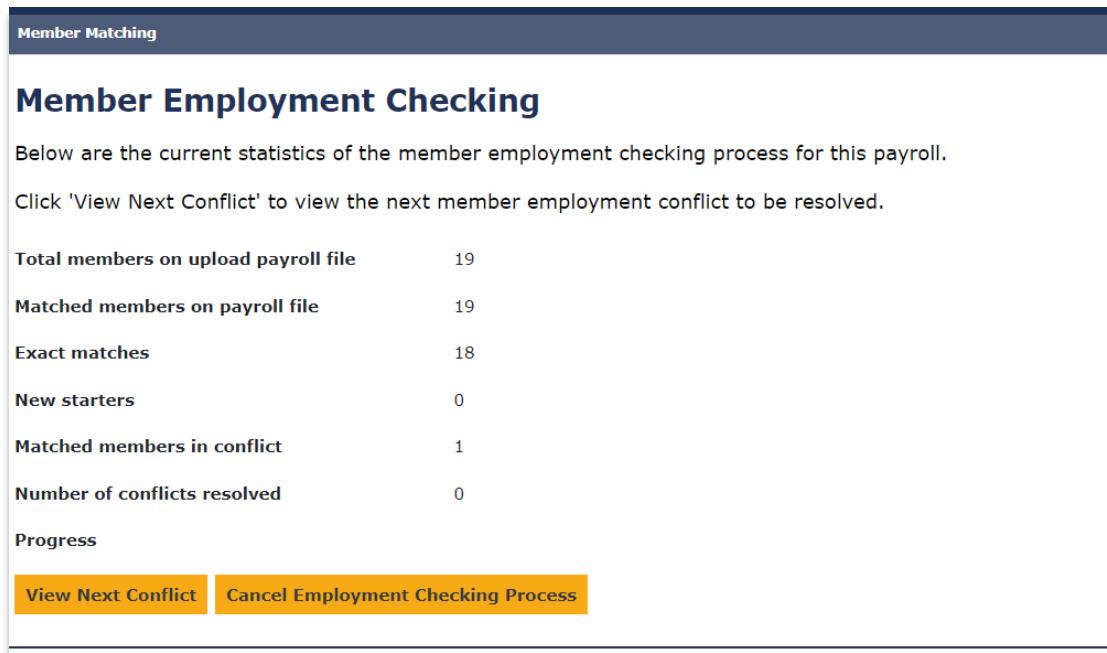
Member Matching

Member Employment Checking

Below are the current statistics of the member employment checking process for this payroll.

Click 'View Next Conflict' to view the next member employment conflict to be resolved.

Total members on upload payroll file	19
Matched members on payroll file	19
Exact matches	18
New starters	0
Matched members in conflict	1
Number of conflicts resolved	0
Progress	

View Next Conflict   **Cancel Employment Checking Process**

Member Employment Checking page

i-Connect provides totals for the number of:

- Members on the payroll file
- Matched members
- Exact matches
- New starters
- Matched members deleted from Altair
- Number of deletions resolved

Select the **View Next Conflict** button to resolve any members who have been detected. The first deleted matched member conflict is displayed.

Member Employment Checking

Below is a member located on the payroll file that could not be matched exactly to a member in the target system. Please select the member from the target system that matches this member or indicate that the potential match is either a new starter, multiple employment or has opted out of the scheme.

Payroll Member

Payroll Reference	NI Number	Surname	Date of Birth	Gender	Job Title	Status
40019	UD040019A	Drogber	18-07-1983	Male	Senior Pensions Offi	Active

Target System Potential Matches

Mismatched data fields on the target system are highlighted in red.

Any potential matches that are greyed out have already been matched during this matching process. These can be matched to this member by clicking 'Undo / Match', which will undo the existing match to that member and create a new match to the payroll member on the screen.

Potential matches in differing locations cannot be selected and are displayed for information only.

	Payroll Reference	NI Number	Date of Birth	Gender	Surname	Forename	Ident1	Ident2	Ident3	Job Title	Scheme	Status
◉	40019	UD040019A	18-07-1983	Male	Drogber	Dave	40019	DEMO	TRAFFORD	Senior Pensions Offi	001	Active

Matching Progress   0 / 1 member conflicts resolved

| Confirm Member Match | This member is a new starter / has opted out of the pension scheme |

Member Employment Checking page

The **Payroll Member** information is taken from the payroll extract file. The potential matches information is taken from Altair. If you agree with a potential match, select the relevant radio button, and select the **Confirm Member Match** button.

If you disagree with the potential matches displayed in the table, select the **This member is a new starter / has opted out of the pension scheme** button. i-Connect will then create a new record on the pension fund's system.

The following page will be displayed when all employment checking conflicts have been resolved if any new starters have been detected.

Member Employment Checking

✓ Member conflict resolved.

Below is a list of the members from the payroll file which could not be matched to any members on the target system. Please confirm that these members are new starters or are opted out of the scheme.

Total Number of New Starters : 1

⬇ Export to CSV

Payroll Reference	NI Number	Surname	Date of Birth	Gender
40021	UD040021A	Mitchell	20-11-1975	Male

| These members are new starters / have opted out of the pension scheme |

Member Employment Checking page

Select the **These members are new starters / have opted out of the pension scheme** button to continue.

An updated member employment results page will be displayed.

Member Employment Checking

Below are the current statistics of the member employment checking process for this payroll.

Total members on upload payroll file	20
Matched members on payroll file	19
Exact matches	18
New starters	1
Matched members in conflict	1
Number of conflicts resolved	1
Progress	

| Confirm Employment Checking Complete | Reset All Conflicts For Submission | Cancel Employment Checking Process |

Member Employment Checking page

To complete the employment checking process and proceed with the payroll update, select the **Confirm Employment Checking Complete** button.

To cancel the entire process, select the **Cancel Employment Checking Process** button.

You can reset all employment conflicts and restart the resolution process by selecting the **Reset All Employment Conflicts For Submission** button.

Once the confirmation of employment checking is complete, i-Connect compares this pay period extract file with last month's data to detect any changes. When the process completes, the **Latest Upload Summary** page is displayed.

Latest Upload Summary Page

The **Latest Upload** page displays a table with totals for events detected by i-Connect for sending to the pension fund.

Latest Upload page

Contribution Reconciliation, Remittance Confirmation

Includes the payment (remittance) amount and reason modal to enable employers to add the amount they will be paying, and a reason should this differ from the expected amount.

Order of Submission Processing

Due to the addition of the Remittance Confirmation, we have changed the order in which a submission will be processed. Should a submission be made with any tolerance warnings you will be prompted to enter the remittance amount and any reason before the tolerance warnings are flagged.

You are then able to log in and approve any issues as you do currently, this is also an opportunity to check the remittance amount is as expected.

View Schedule of Rates

We have added a link to the dashboard to help users understand the current and previous contribution rates. This will show the **Schedule of contribution rates** table, this is accessible for editing via the **View Employer Details** page.

Schedule of contribution rates table

Multiple Payroll Providers will see the contribution rates for all linked employers.

Remittance Confirmation

Once enabled, when the employer proceeds with a submission they will be presented with the **Remittance Confirmation** pop-up window. Here the employer simply enters the total payment they plan to make. Should the amount differ to the **Total Payments Due** amount, they will be prompted to add a reason for the difference.

The remittance amount will need to be entered for every submission after the feature has been turned on. However, the reason for any differences will only be required should the amount differ at all from the **Total Payments Due** amount.

Should the employer want to provide a reason, even if the amounts are the same, the ability to do so is available to them.

Remittance Confirmation page

The remittance amount, reason for difference (if applicable) and the username of the person who submitted the remittance confirmation will all be available in the **Contributions Reconciliation Report**.

Event Reporting

Selecting anywhere on the relevant line in the event history displays a summary. This provides a breakdown for that event by National Insurance number (NINO) and payroll reference(s).
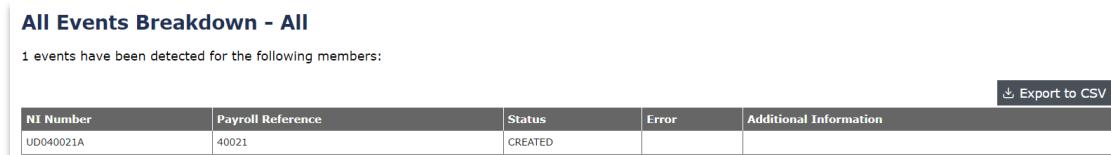
All Events Breakdown - All summary page

Submitting Data to Your Pension Fund

Select the **Proceed** button to send the detected events to your pension fund or select the **Cancel** button to cancel the upload process.

When you select the **Proceed** button, the upload status changes from *Pending* to *Submitted* to indicate that i-Connect has started sending the events. The progress bars fill to indicate the progress of the upload and the totals change to display the number of pending, submitted, and completed events. Any failures or error totals will also be updated.

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
N:\iConnect\Product\CQA\Genesee Release\Test Files\12 Months\July 2018 Doc.csv	31-07-2018	31-07-2018	25-06-2019 10:18:14	Payroll Upload	Submitted

Submission Statistics

Total Number of Payroll Members Tracked by i-Connect		12
Omitted Payroll Members (present on a previous submission, and no leaver event processed)		0

Payroll Members submitted this period	12	Payroll Members in Error	0	Accepted for Processing	12
Pensionable Pay (Period)	£39,916.66	Employee Main Contributions (Period)	£3,351.25	AVCs (YTD)	£80.20
Main CARE Pay (YTD)	£159,666.64	Employee Main Contributions (YTD)	£11,672.50	Add Conts/ARCs (YTD)	£88.20
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)	£8,382.50	Employee APCs (Period)	£0.00
		Employer Contributions (YTD)	£29,855.00	Employee APCs (YTD)	£0.00

Submitted By User	gmpf	Processed By User	gmpf

Events	Total	Pending	Submitted	Completed	Failures	Errors	Suppressed	Progress
New Starter	1	0	0	1	0	0	0	
Opt In	0	0	0	0	0	0	0	
Salary	12	0	11	1	0	0	0	
Contributions	12	0	11	1	0	0	0	
Additional Contributions	2	0	2	0	0	0	0	
CARE Pay	12	0	12	0	0	0	0	
Service	0	0	0	0	0	0	0	
Service Break	0	0	0	0	0	0	0	
Member Details Update	2	0	2	0	0	0	0	
Member Address Update	1	0	1	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	

Latest Upload page

The upload process can take several minutes to several hours to complete, depending on the size of the payroll and the amount of activity on the i-

Connect service.

You should log into i-Connect the following day to ensure all events have been processed correctly and that the status of the file upload has changed from *Submitted* to *Complete*. If the status is still displayed as *Submitted*, or is reported as *Internal Error*, contact the i-Connect service desk (support@i-Connectdata.co.uk).

Tolerance Failures

If any of the payroll tolerances are breached for your selected payroll (see the Onboarding Guide), a message is displayed on the dashboard, underneath the **Latest Upload** section.

File Name	Period End Date	Expected Submission Date	Submission Date	Submission Type	Status
N:\iConnect\Product\CQA\Genesee Release\Test Files\12 Months\July 2018 Doc.csv	31-07-2018	31-07-2018	25-06-2019 10:27:58	Payroll Upload	Pending

Submission Statistics					
Total Number of Payroll Members Tracked by i-Connect					12
Omitted Payroll Members (present on a previous submission, and no leaver event processed)					0

Payroll Members submitted this period	12	Payroll Members in Error	0	Accepted for Processing	12
Pensionable Pay (Period)	£39,916.66	Employee Main Contributions (Period)	£3,351.25	AVCs (YTD)	£80.20
Main CARE Pay (YTD)	£159,666.64	Employee Main Contributions (YTD)	£11,672.50	Add Conts/ARCs (YTD)	£88.20
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)	£8,382.50	Employee APCs (Period)	£0.00
		Employer Contributions (YTD)	£29,855.00	Employee APCs (YTD)	£0.00

Submitted By User	gmpf	Processed By User	

🛈 1 tolerance failures were detected with this submission. Click here to view the failures.

i-Connect Payroll Dashboard

Select the message for further details. This will display the **Tolerance Failures** page.

Tolerance Failures

Tolerance Failures

This submission compared with previous submission

Tolerance	Tolerance Amount	Previous Submission Total	Total This Submission	Difference
Employee Contributions	10%	£3,001.01	£3,351.25	12%

Other tolerance checks

Tolerance Failures page

Check the payroll extract file against the payroll system to ensure that the

details are correct. If there is a problem with the file, you should return to the Dashboard, cancel the payroll upload, and request a new payroll extract file from your payroll team/provider.

If the file is valid (meaning the triggered tolerances are consistent with the payroll system), you should return to the Dashboard and select the **Proceed** button. i-Connect will then display the tolerance failures on a new page, and it will not be possible to proceed with the upload until you have ticked each failure to confirm that the tolerance checks will be ignored.

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
Employee Contributions	10%	£3,001.01	£3,351.25	12%

Other tolerance checks

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

> Proceed

Tolerance Failures page

If an error message stating that you should contact the admin authority to resolve the tolerance failures is displayed when you select the **Proceed** button, it means that your administering authority has prevented any file uploads with tolerance failures from being submitted without administering authority authorisation.

Tolerance Failures

> ⛔ Please contact the admin authority in order to resolve these tolerance failures.

Tolerance Failures

This submission compared with previous submission

Tolerance	Tolerance Amount	Previous Submission Total	Total This Submission	Difference
Employee Contributions	10%	£4,010.02	£23,737.50	492%

Other tolerance checks

Tolerance Failures page

You should either:

- Cancel the submission and resubmit a corrected file

- Contact the administering authority, to request that they log into i-Connect and processes the submission on your behalf, assuming both parties agree that the tolerances warnings can be safely ignored.

Validation Errors

i-Connect checks the payroll extract file for validation errors as part of the upload process. An error message is displayed on the Dashboard if any validation errors are detected.

File Name	Period End Date	Expected Submission Date	Submission Date	Submission Type	Status
N:\i-Connect\Product\CQA\Genesee Release\Test Files\12 Months\July 2018 Val Err.csv	31-07-2018	31-07-2018	25-06-2019 11:17:57	Payroll Upload	Pending

Submission Statistics			
Total Number of Payroll Members Tracked by i-Connect			11
ⓘ Omitted Payroll Members (present on a previous submission, and no leaver event processed)			2

Payroll Members submitted this period	12	Payroll Members in Error	3	Accepted for Processing	9
Pensionable Pay (Period)	£39,916.66	Employee Main Contributions (Period)	£3,119.75	AVCs (YTD)	£80.20
Main CARE Pay (YTD)	£159,666.64	Employee Main Contributions (YTD)	£11,672.50	Add Conts/ARCs (YTD)	£88.20
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)	£8,382.50	Employee APCs (Period)	£0.00
		Employer Contributions (YTD)	£29,855.00	Employee APCs (YTD)	£0.00
Submitted By User	gmpf	Processed By User			

ⓘ Validation errors detected for 3 member(s) for this submission. Click here to view the errors.

i-Connect Payroll Dashboard

Select the message for further details.

Validation Errors

Member Validation Errors

Please note that **all** i-Connect event processing will be cancelled for members who appear on the list below (* denotes **unique** records only).

Existing Member Validation Errors	2 *
New Starter Validation Errors	1 *

Line Number	Payroll Reference	NI Number	Error Message	New Starter or Existing Member ∧
13	9950015	AL000015A	*Date Joined Fund* is missing *Gross Earnings* is missing	New Starter
4	9950003	AL000003A	*Pay Period Employee Main Contribution* is missing	Existing Member
5	9950004	AL000004A	*Pay Period Employee Main Contribution* is missing	Existing Member

Validation Errors page

i-Connect provides the following information for each error, enabling you to identify the relevant records on the payroll extract file and investigate

the error:

Information	Description
Line Number	The row in the CSV file for employee with the error
Payroll Reference	The employee's payroll refence(s)
NI Number	Employee's national insurance number
Error Message	A description of the error
New Starter/Existing Member	Whether the error relates to a new starter or existing member

Following investigation, you may choose to ask your payroll team/provider to correct the file or proceed with the upload and ignore the validation errors by ticking the **I confirm that all tolerance failures and/or validation errors area accepted** checkbox.

Validation Errors

ⓘ Please review the validation errors on this submission and confirm each error can be ignored by checking the boxes on this page. Once completed, click 'Proceed' to continue.

Member Validation Errors

Please note that **all** i-Connect event processing will be cancelled for members who appear on the list below (* denotes **unique** records only).

Existing Member Validation Errors   2 *

New Starter Validation Errors   1 *

Line Number	Payroll Reference	NI Number	Error Message	New Starter or Existing Member △
13	9950015	AL000015A	*Date Joined Fund* is missing *Gross Earnings* is missing	New Starter
4	9950003	AL000003A	*Pay Period Employee Main Contribution* is missing	Existing Member
5	9950004	AL000004A	*Pay Period Employee Main Contribution* is missing	Existing Member

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

❯ Proceed

Validation Errors page

No events will be updated for any existing members with a validation error, even if the error only affects one of the events.

These members will be omitted from the payroll extract file and will be reported as *Omitted Members* in i-Connect. You must ensure that any ignored validation errors are corrected on the next pay period payroll extract file, unless you are processing the last pay period in the scheme year (e.g. 31/07/2019). In this case, all validation errors should be corrected to ensure each member has a complete record of pay and contributions. See the FAQ section for a full list of validation errors.

Event Errors

Errors may be reported for one or more events during the submission process, after you have selected the **Proceed** button to submit data to the pension fund's system.

Latest Upload page

Select the number in the **Event** table's **Errors** column to view further details of each of the event errors.

Contributions Breakdown - Errors

2 events have been detected for the following members:

NI Number	Payroll Reference	Status	Error	Additional Information
AL000001A	9950001	ERROR	*altair* validation failure	921: Contribution Rate must be within the range 2.75 to 12.5. 921: Contribution Rate must be within the range 2.75 to 12.5.
AL000002A	9950002	ERROR	*altair* validation failure	921: Contribution Rate must be within the range 2.75 to 12.5. 921: Contribution Rate must be within the range 2.75 to 12.5.

Contributions Breakdown - Errors page

Omitted Members

Omitted members are employees who do not appear on the payroll extract file each payroll period, for example zero-hour-contract employees who are not included on one payroll submission but may be included in future payroll submission.

Omitted member processing occurs automatically and prevents unnecessary new starter events from being identified and duplicate records being created on your fund's target system. i-Connect will display a warning on the dashboard if any omitted members are detected.

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
2A.BAU_31052023_Monthly.csv	31-05-2023	27-05-2023	12-10-2023 09:24:47	Payroll Upload	Pending
Submission Statistics					
Total Number of Payroll Members Tracked by i-Connect					21
ⓘ Omitted Payroll Members (present on a previous submission, and no leaver event processed)					1
Payroll Members Submitted	20	Payroll Members in Error	0	Accepted for Processing	20

Latest Upload page

Select the warning message to display a list of the omitted members.

Omitted Members

Members from previous submissions that have been omitted are described below.

Please select those Members that you wish to permanently delete from the payroll.

⤓ Export to CSV

Select	NI Number	Payroll Reference	Last Active Period
☐	UD040014A	40014	31-05-2023

Delete Selected Members

Omitted members are carried forward each pay period until they re-appear on the payroll extract file when normal processing is resumed.

If the omitted members are no longer active on the payroll system, they can be deleted by ticking the **Delete?** checkbox and selecting the **Delete** button. The deletion option is only available when the submission status is *Pending.*

Please note that you should notify the fund if you are intending to delete omitted members, as they may need additional information from you to process any leaver entitlements.

Identifying Potential Next Day Transfers

This functionality identifies employees that have both a leaver and joiner event within the same submission but for a different payroll reference. These are known as Next Day Transfers (NDTs) or Single Continuous Employments**.**

We flag the members that are potential NDTs to you as part of the submission process, but you aren't required to confirm anything.

Currently we will not identify NDTs that span multiple submissions.

When there are no NDTs detected, the **Submission Statistics** section will show the **Total Number of Potential Single Continuous Employments** row as *0*.

File Name	Period End Date	Expected Submission Date	Submission Date	Submission Type	Status
online return	31-10-2023	31-10-2023	07-09-2023 07:53:07	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	
Total Number of Potential Single Continuous Employments				0	

Submission Statistics section – Payroll Dashboard

When i-Connect detects NDTs, the **Total Number of Potential Single Continuous Employments** row will be shown in bold, and the link will be clickable.

File Name	Period End Date	Expected Submission Date	Submission Date	Submission Type	Status
ndt.csv	01-02-2018	01-02-2018	12-09-2023 17:05:43	Payroll Upload	Complete
Submission Statistics					
Total Number of Payroll Members Tracked by i-Connect				2	
Omitted Payroll Members (present on a previous submission, and no leaver event processed)				0	
Total Number of Potential Single Continuous Employments				1	

Submission Statistics section – Payroll Dashboard

Viewing Potential NDTs

When NDTs are detected, you can select the link to view the members that have been identified on the **Single Continuous Employments** screen. This page will display the National Insurance number for the member, as well as the new and previous payroll references.

Single Continuous Employments

Members listed here are potential single continuous employments.

A potential single continuous employment is detected when the same NI Number is associated with new starter and leaver events in a submission.

⬇ Export to CSV

NI Number	New employment payroll ref(s)	Left employment payroll ref(s)
AA100001A	10002	10001
AA100002A	10003	10021
AA100003A	10004	10033
AA100004A	10005	10044

**Single Continuous Employments page**

You can export the list of potential NDTs in CSV format.

You are not required to acknowledge or approve the members on this page. It is for information purposes only.

FAQs

This section provides details of the possible error messages that can be displayed by i-Connect while the payroll extract file is uploaded, validated and the events detected.

File Upload Errors

Context	Error Text and Screenshot	Cause of Error
I see the following message when uploading a file.	File errors were detected. The payroll period end date on the payroll file does not match the expected payroll period end date for the next submission. ⚠ File errors were detected. The payroll period end date on the payroll file does not match the expected payroll period end date for the next submission.	i-Connect is expecting a file with a different payroll period end date to be uploaded. The previous month's file may have been uploaded instead of this month's file.

I see a message about data formatting errors in the file.	Errors were detected while processing the previous member matching file submission: Data formatting error found on line(s): 2. Field: dob.	There are issues with the structure of the file, for example, missing columns or one or more of the records in the file has an issue. Common examples include:
	Errors were detected while processing the previous member matching file submission: Data formatting error found on line(s): 2. Field: dob.	• '£' formatting in currency fields • gender decoded in full • partnership status decoded in full • incorrect date formats. The error message will include the data field that has the formatting issue. Please contact your administering authority if you are unable to identify the error.

I see a message about the file containing duplicate members.	File errors were detected. The payroll file contains duplicate members that are linked to the same employment on line(s): 2,3 File errors were detected. The payroll file contains duplicate members that are linked to the same employment on line(s): 2,3	Duplicate members are reported if a member has been re-matched on the target system, but the member still has two records on the payroll extract file, both with the same NI Number, but one with the previous post number (processed as a leaver on the payroll system), and the second as the new active post with the new payroll reference. It will not be possible to proceed with the file upload until the duplicate records have been identified and deleted from the payroll extract file.

These errors are identified from the initial validation of the file and prevent the file from being uploaded. They must be resolved before the file can be successfully uploaded.

Error text	Description
INSUFFICIENT NUMBER OF COLUMNS	Insufficient number of data columns found on line(s): {0}.
BAD IDENT	Missing or invalid member identifier on line(s): {0}.
GENERIC VALIDATION ERROR	One or more fields failed validation on line(s): {0}.
DATA DECODE ERROR	Data formatting error found on line(s): {0}.
BAD NI NUMBER	Missing or invalid NI number on line(s): {0}.
NO PERIOD ENDS	The payroll file does not contain a payroll period end date.
MULTIPLE PERIOD ENDS	The payroll file contains more than one payroll period end date.

Error text	Description
PERIOD END DOESN'T MATCH	The payroll period end date on the payroll file is not the expected payroll period end date for this submission.
NO INCOMING MEMBERS	The payroll file does not contain any members.
MEMBER DATA REQUEST ERROR	An error occurred when retrieving member data from the target system. Please contact your system administrator.
INTERNAL PROCESSING ERROR	An internal processing error has occurred with your payroll file. Please contact your system administrator.

Want to Know More?

Look at these guides:

- i-Connect Login Guide
- i-Connect Online Return Guide
- i-Connect Onboarding Guide
- i-Connect Reporting and Communications Guide