



Employer Factsheet – Exception Reports

Overview

Exception reports are spreadsheets we provide to employers when queries arise after processing your monthly return. These reports typically relate to:

- New starters
- Leavers
- Hour changes
- Address updates
- Retirement reconciliations

Once your monthly return has been processed and finalised, we will email your **finance contact** to confirm completion and notify you if any exception reports are available.

Reports are available on the **Employer Portal** and can be accessed by any user with login credentials.

There are **five types of exception reports**, although you may not receive all five each month.

How to Access Exception Reports

1. Log into the **Employer Portal** (secure administration area)
2. Select “**View Location Details**” from the left-hand menu
3. Choose the relevant **pay location**
4. Under the employer name, select “**View Documents**”
5. Reports will appear in date order
6. Open a report by:
 - Double-clicking the document, or
 - Clicking “**View Document**”, then selecting “**Open in new window**”

Reports will open in Excel.

Exception Report Types

1. PT Hour Mismatch – **Action Required**

This report highlights cases where the hours submitted on your monthly return do not match the hours held on our system.

What to do

- Review each record and provide the correct information
- Use the **most recent PT Hours Mismatch report**

How to respond

- For straightforward changes:
 - Enter the **date of change only** on the spreadsheet
 - Return via **Galaxkey** to:
wypfdata@wypf.org.uk
- For more complex changes:
 - Complete a **Record Maintenance Web Form** via the portal

Important rules

- Do **NOT**:
 - Add notes
 - Amend columns
- Ensure every record has a **date of change completed**
- Hours are recorded as decimals (e.g. 15 hours 45 minutes = **15.75**)

Exclusions

The following will not appear:

- Casual members
- Members on career breaks
- Members already updated via a maintenance form

Common issues

- Full-time / part-time indicators transposed
- Changes already processed since the report month

2. New Starter Report – **For Information Only**

This report lists members who could not be matched to an existing record and have been set up as new starters.

What to do

- Check that all entries are genuine new starters
- No action needed if correct

If errors are found

- Contact your **Finance Business Partner or Pension Fund Representative** to delete incorrect records
- If a start date is incorrect:
 - Email **pensions@wypf.org.uk**
 - Include the **member's folder reference number**
 - Note: some members have multiple records

Common issues

- Payroll provider inserting incorrect join/leave dates
- Promotions or internal job changes:
 - Do **not** create new records
 - Use existing line for continuous employment and amend payroll number and/or job title if necessary
- Mid-month payroll/job changes:
 - Keep as a single continuous record

3. Leaver Notifications Required – **Action Required**

This report identifies members who:

- Have been reported as leaving, or
- No longer appear on your return, but are still active on our system

What to do

- If the member has left:
 - Complete the correct notification via the portal:
 - **Leaver Notification** → opt-outs and leavers under age 55
 - **Retirement Notification** → age 55+ or ill-health retirements
- If the member has NOT left:
 - Email **pensions@wypf.org.uk** with an explanation

4. Change of Address Report – **For Information Only**

This report lists address updates made using your monthly return data.

What to do

- Verify all address changes are correct
- No action required if accurate

If errors are found

- Contact us immediately to correct the record

⚠ These must be corrected promptly to maintain data quality.
Failure to notify us may result in a **potential data breach**.

5. Retirement Reconciliation Mismatch – Possible Action Required

This report highlights differences between:

- **Cumulative Pensionable Pay (CPP)** on the monthly return, and
- CPP provided on the retirement notification

What to do

- Treat this report as a checklist
- Submit **Additional Pay Forms** to request recalculation where needed

Important points

- Only mismatches identified in the current month are shown
- Cases will **not reappear in future reports**
- You must review this report **every month**

Limitations

The report will NOT include:

- Late retirement processing cases
- Late submission of retirement forms
- Backdated pay awards (next financial year)

➡ These still require an **Additional Pay Form**, even if not listed

Action required

- Submit an Additional Pay Notification via the Employer Portal
 - Ensure the CPP provided:
 - Matches the monthly return
 - Is the correct figure for recalculation
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✅ Key Reminders

- Not all reports will appear every month
- Always review **exception reports promptly**

- Follow the **correct submission method** (spreadsheet vs portal form vs email)
- Use secure email (**Galaxkey**) where required
- Contact:
 - **wypfdata@wypf.org.uk** → spreadsheet submissions
 - **pensions@wypf.org.uk** → queries and corrections