



West Yorkshire Pension Fund



Lincolnshire  
Pension Fund



London Borough  
of Hounslow



# Worktray Manual

## Pension Statements

## What happens after the March monthly return has been submitted?

After we have processed your March return and matched the rows of data to individual pension records, we produce a member's pension statement.

Before running the pension statement process, we apply some checks to the data we've received during the last scheme year (1 April to 31 March).

We look at each pension record that shows a member being active as at 31<sup>st</sup> March. This will include everyone from your March return as well as people who've left your organisation, but we've not yet received a leaver notification.

We sort each pension record into one of three categories:

1. **OK** – the data has passed all our checks, and a pension statement will be produced.
2. **Pension Statement Block** – something is missing that will prevent a pension statement being produced. Until we receive the missing information, that member won't get a statement.
3. **Pension Statement Quarantine** – although we've got sufficient data to produce a statement, we would like you to review it. The data *could* be correct: but we'd like you to check it before we produce the statement. However, if we don't receive a reply within 6 weeks of us starting the quarantine process, we will produce the pension statement using the data we already have.

Where a pension record is categorised as either a Pension Statement Block or Pension Statement Quarantine, we will launch a query process, through which you'll be able to either provide revised information or confirm what you've already supplied is correct.

If a member has multiple jobs within your organisation, it is possible they may have more than one query, as each query relates to a particular job. Your monthly return should show a line of data for each job the member holds within your organisation.

## Information Sheet

**What is a Pension Statement** – a document produced every year for each active member of the scheme. It gives a value of benefits at the end of each scheme year and an estimated forecast at different retirement ages.

**What is a Pension Statement Block** – something is missing that will prevent us being able to produce a pension statement. Until we receive the missing information, that member won't get a statement.

### Which checks result in a Pension Statement Block?

Test	Description
No pay received	This check only triggers where the members working pattern is either full-time or part-time, so under normal circumstances we would expect the member to have received <i>some</i> pay during the year
Final Pay looks low	The pay quoted on the March return is less than £10,000, which is roughly the full-time equivalent pay for someone working term-time. Reasons for this triggering could be an apprentice. <i>(Check only applied to pension records having membership in the scheme before 1.4.2014.)</i>
Final Pay multiple values received	Two or more individual rows on your March return have been matched to the same pension record, each had an entry for Final Pay, but we can't be sure which record it relates to. <i>(Check only applied to pension records having membership in the scheme before 1.4.2014.)</i>
Final Pay missing	We are unable to calculate the pension statement without the Final Pay. Reasons for this could be someone in your employment who started after 1.4.2014 – so you don't think you need to give us Final Pay as it doesn't apply to that individual – but the member has actually linked or transferred previous Pre 2014 LGPS membership into their current pension record. <i>(Check only applied to folders having membership in the scheme before 1.4.2014.)</i>

**What is a Pension Statement Quarantine** - although we have sufficient data to produce a statement, we would like you to review it before the statement is produced. The data *could* be correct: but we'd like you to review it before we produce the statement. However, if we don't receive a reply within 6 weeks from the launch date we will produce the pension statement using the data we already have.

**Which checks result in a Pension Statement Quarantine?**

Test	Description
CPP missing (shows the missing month(s) – but March is present)	Looking over the last year, we don't have a monthly entry for each month that the member was in the scheme, but they did appear on the March return. Reasons for this could be a period of unpaid leave, or an issue with payroll where the employee missed a month but then got paid arrears the subsequent month. (Check only applied to full-time or part-time records)
CPP fall CPP jump	Comparing month-on-month, the Main Section pay (CPP) fell or jumped by at least 90%. Reasons could be a promotion or overtime worked. (Check only applied to full-time or part-time records)
Suspect leaver – shows month of last CPP received	This member's pension record didn't appear on the March return. (Check only applied to full-time or part-time pension records)
No data received at all	This check only triggers where the member <b>doesn't</b> work full-time or part-time. Reasons for this could be a casual worker who hasn't done any work during the year
Final Pay increase above tolerance (shows previous year)	<i>(Check only applied to pension records having membership in the scheme before 1.4.2014.)</i>
Final Pay decrease below tolerance (shows previous year)	<i>(Check only applied to pension records having membership in the scheme before 1.4.2014.)</i>

## Accessing your worktray

Log on to the Employer Portal through our website

Within the Employer Portal, you will see worktray menu options:

You are currently logged in as Mr WYPF PFRS

The screenshot shows the Employer Portal interface. At the top, a dark blue navigation bar contains the following links: Update Account Details, Home, Help, Accessibility, FAQs, Contact, and Logout. Below this bar is a vertical menu on the left with the following options: Search, Change Password, Worktray, View Location Details, Work Finder, and Group Trays. The 'Worktray', 'Work Finder', and 'Group Trays' options are highlighted with red rectangular boxes. To the right of the menu, the main content area displays the heading 'Welcome to the Employer Portal' in large, bold, black text. Below the heading, there is a sub-heading 'Welcome to the Employer Portal' and two lines of text: 'This system is for LGPS employers and Fire and Rescue Authority' and 'If you are a scheme member trying to access your own pension'.

- **Group Trays** – this is where the queries for your organisation (or group of organisations) will initially land.
- **Worktray** – this is your personal work tray. To be able to look at a query and provide a response, you must first move it from the Group Tray into your Worktray
- **Work Finder** – currently under development

## Group Trays

Group	Category	Task Count
Test Employer	Process	2
ZEmployerWeb(ToyTown Test)	Process	0

This shows the name of your employer group, along with how many queries are currently in the Group Trays. Click the name of the employer to look inside the Group Trays.

### Test Employer

Action	Process Start Date	Reference	Process Name	Stage Name	Comments
Select Action	10/06/2017 15:18:27	Ms Jessica Rabbit, TM110380A: 1086813, (Status: Active),: Scheme LGPS	Statement Block	Statement Block	
Select Action	10/06/2017 15:19:22	Ms Judy Jetson, TM270880A: 1086814, (Status: Active),: Scheme LGPS	Statement Quarantine	Statement Quarantine	

- Process Name: this will show either Statement Block or Statement Quarantine
- Use the fast-forward / rewind buttons or click on the page numbers to move from page to page.

## The Golden Rule of Group Trays

**You must move a process to your Worktray before you can work on it – or even look at it. You can't do anything within Group Trays apart from move work out of it.**

### How to move an item to your Worktray

1. Click "Select Action" next to the member you want to move
2. Choose "Reassign"
3. Choose your name from the "User" menu. You will see everyone in your organisation here who has an account. You could pick someone else's name here, to give *them* the work item, instead of yourself.

### Test Employer

Action	Process Start Date	Reference	Process Name	Stage Name	Comments
Reassign	10/06/2017 15:18:27	Ms Jessica Rabbit, TM110380A: 1086813, (Status: Active),: Scheme LGPS	Statement Block	Statement Block	
Select Action	10/06/2017 15:19:22	Ms Judy Jetson, TM270880A: 1086814, (Status: Active),: Scheme LGPS	Statement Quarantine	Statement Quarantine	

**Ms Jessica Rabbit, TM110380A: 1086813, (Status: Active),: Scheme LGPS**

Currently Assigned to Test Employer

User

ZEmp WYPF UPM Tech Support Emp Web
ZEmp WYPF UPM Support Testing
ZEmp WYPF Monthly Posting Test
ZEmp WYPF PFR Employer Web
ZEmp WYPF Employer Web Testing

Note Type

Security Category

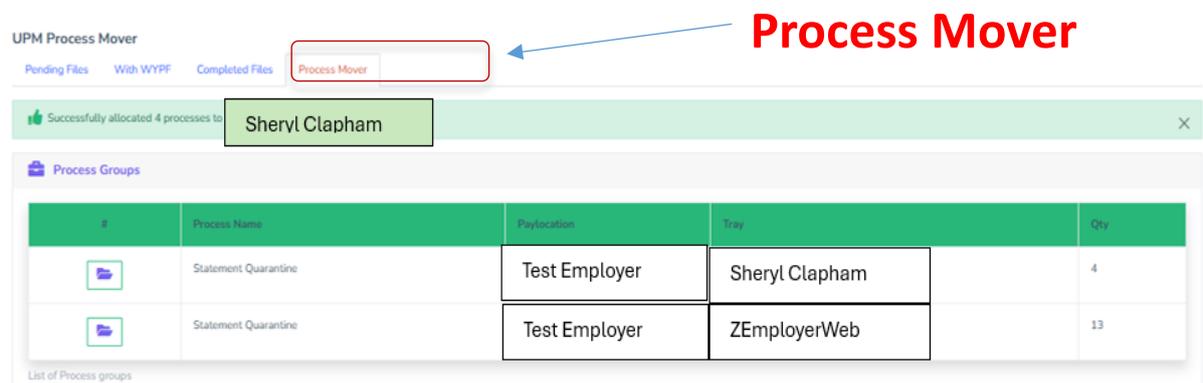
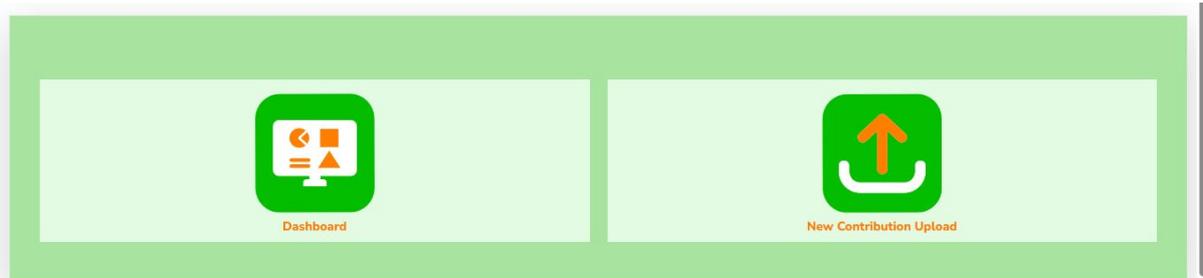
**Reassign** **Cancel** **Reset**

4. Click Reassign

The work item will then be moved from the Group Trays to your Worktray (or whoever's tray you chose in this step).

## Process mover (alternative to reassigning individual processes)

To access the UPM process mover you need to login to the **monthly return portal MC3**. This has the same username as the Employer Portal, but you may have a different password. If you haven't yet activated your account to the MC3 Portal contact your Pension Fund Representative or Finance Business Partner to receive an activation email. Once in the portal select Dashboard and then Process Mover



This function shows you where the processes are located; either in the group tray or in an individual's work tray. It will also identify the process, block or quarantine. To reallocate a process, click on the ProcessNo box, which will then become RED. You can select all processes or a selection (if sharing these out amongst users) then select a user you wish you to allocate the processes by using the drop-down box at the bottom of the screen.

ProcessNo	Surname	Forenames	FolderRef	PayRef
11791888	Rubble	Barney	18003125	8024800
11791889	Rubble	Betty	18003678	8024874
11791890	Rubble	Sam, Bamm	18003974	8024852
11791891	Rubble	Roxy	18006250	8024778

Once you have selected the processes you wish to move you need to choose a user from the list and click Allocate

**Allocate user**

Allocate the selected Processes to the following user:

- Richard Quinn
- Sheryl Clapham
- ZEmployerWeb

Allocate

**Allocate user**

Allocate the selected Processes to the following user:

Sheryl Clapham

Allocate

You will receive a message to say it has been successful and the process will then show under the new allocated user or the group tray if the employer has been selected.

### Monthly posting

UPM Process Mover

Pending Files With WYFF Completed Files Process Mover

Successfully allocated 4 processes to **Sheryl Clapham**

Process Groups

#	Process Name	Playlocation	Tray	Qty
	Statement Quarantine	Test Employer	Sheryl Clapham	4
	Statement Quarantine	Test Employer	ZEmployerWeb	13

List of Process groups

## Worktray and working through a query

Click “Worktray” to view the item(s) currently in your Worktray.

### Worktray List

Action	Process Start Date	Process Due Date	Process Name	Stage Name	Reference	Comments
Select Action	10/06/2017 15:19:22	04/09/2017 15:19:22	Statement Quarantine	Statement Quarantine	Ms Judy Jetson, TM270880A: 1086814, (Status: Active); Scheme LGPS	
Select Action	10/06/2017 15:18:27	04/09/2017 15:18:27	Statement Block	Statement Block	Ms Jessica Rabbit, TM110380A: 1086813, (Status: Active); Scheme LGPS	

Process: -- Filter By Process --      Types: -- Filter By Type--      Categories: -- Filter By Category --

How to **open a query** and provide an answer. There are 2 ways, either:

1. Just click the person’s name, under the reference tab
2. Click Select Action > Open Process

Once either of the above actions have been performed a form will be displayed for you to either submit revised information, tell us the member has left that job or confirm the information we have is correct.

## An example of a Pension Statement Block

**Submit**

### Pension Statement Block - Member before April 2014

Pay Reference	1330
Post Reference	
Job Title	Travel Entitlement Assistant
Full time/part time/casual	Full Time
Part time hours	0

Pay information - April through to March's monthly data added together

Cumulative Pensionable Pay (CPP)	19608.59
50/50 Pay	0.00
Final Pay	Not available

This folder's statement has been blocked for the following reason(s):

Reason 1	Final Pay: multiple values for 2018
Reason 2	
Reason 3	
Reason 4	

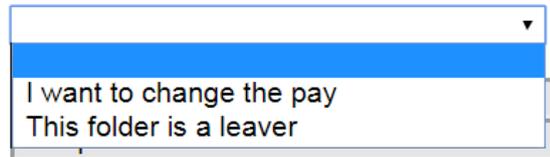
The example above explains the reason for the block (Final Pay: multiple values) and then gives you the following options below (Change pay or they are a leaver).

Until these issues are resolved, this folder will not get a statement.

Choose one of these options: \*

Form completed by

Form completed date



I want to change the pay  
This folder is a leaver

## The Reply Options

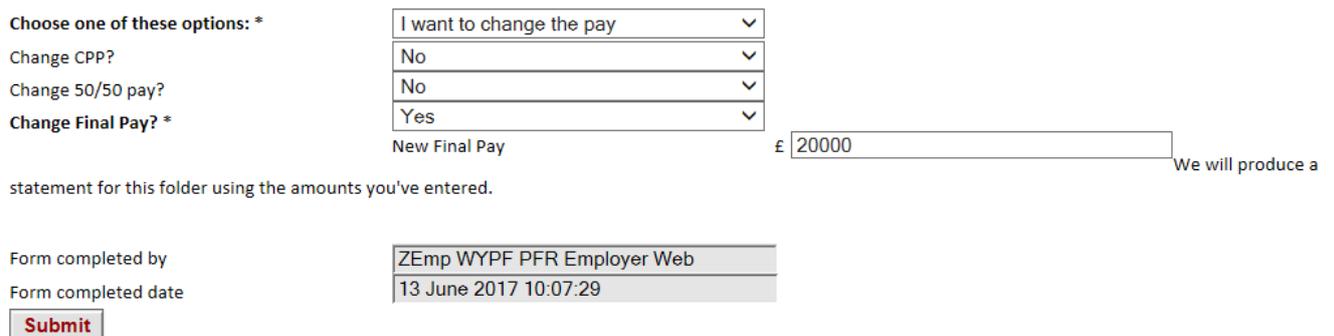
### I want to change the pay

Tell us the **annual** amounts for Final Pay, Main Section Pay (CPP) and 50/50 Section Pay you want us to use for the pension statement.

We don't need to know why they're different to what you've already given us, just tell us the revised values.

The options automatically default to "No". Select "Yes" next to the pay you want to change. If you leave the option as "No change" that means the values you've already given us are correct.

For example, where only the Final Pay is wrong or missing, the form might end up looking like this:



Choose one of these options: \*

I want to change the pay	▼	
Change CPP?	No	▼
Change 50/50 pay?	No	▼
Change Final Pay? *	Yes	▼

New Final Pay £ 20000 We will produce a

statement for this folder using the amounts you've entered.

Form completed by ZEmp WYPF PFR Employer Web

Form completed date 13 June 2017 10:07:29

**Note:** you won't get asked about Final Pay if that member's pension record doesn't have any membership before 1.4.2014.

Once you have submitted the new pay figure a Pension statement will be produced using the new information and sent to the member.

## This folder is a leaver

Use this to tell us the member left that particular job during the year.

Choose one of these options: \*

This folder is a leaver

Please complete a leaver notification after submitting this form. Click on the member's name on the next page to return to their record where you can complete the form.

Form completed by

ZEmp WYPF PFR Employer Web

Form completed date

13 June 2017 10:07:29

Once you click submit the process will ask you to click on the member's name, which will be in bold above the stage instructions. Once selected, it will open a separate browser where you can complete a leaver notification within the member's pension record.

Statement Block - This folder is a leaver

**Mr Frederick Flintstone, TN00001M: 1018188, (Status: Active),; Scheme LGPS**

[Process Details](#)[Process History](#)[Update Process](#)[Process Stage Details](#)

### Stage Instructions

Click on the member's name above. Their record will open in a separate tab in your browser where you can complete a leaver notification.

Then click "[Click here to close this form](#)" - just above the Cancel button below.

### Stage Actions

[Click here to close this form.](#)

<a href="#">Update Account Details</a> <a href="#">Home</a> <a href="#">Help</a> <a href="#">Accessibility</a> <a href="#">FAQs</a> <a href="#">Contact</a> <a href="#">Logout</a>							
<a href="#">Search</a> <a href="#">Change Password</a> <a href="#">Worktray</a> <a href="#">View Location Details</a> <a href="#">Work Finder</a> <a href="#">Group Trays</a>	<h2>Membership Details</h2> <p>Please do not use the back or forward buttons on your browser. Instead please use any provided 'back' option within the website form(s). If there is no 'back' option available please use the 'cancel' option.</p> <p><b>Mr Frederick Flintstone Active 1018188</b></p> <p><a href="#">Membership Details</a> <a href="#">Personal Details</a> <a href="#">Additional Data</a> <a href="#">View Documents</a> <a href="#">Actions</a></p> <p><b>Membership Details</b></p> <p>Date Contracted Out 01/07/2011 Date Joined Current Employer 01/07/2011 Expected Retirement Date 30/10/2017 Membership Reference 1018188</p> <p><b>Location Details</b></p> <p>Employer WYPF Test Employer Company Name West Yorkshire Pension Fund (WYPF)</p> <p><b>Scheme Details</b></p> <p>Date Joined Scheme 01/07/2011 Scheme Name LGPS</p> <table border="1"><thead><tr><th>Reference</th><th>Description</th><th>Value</th></tr></thead><tbody><tr><td>EMPLOYEE PAYROLL NO</td><td>Payroll Number</td><td>FL123</td></tr></tbody></table>	Reference	Description	Value	EMPLOYEE PAYROLL NO	Payroll Number	FL123
Reference	Description	Value					
EMPLOYEE PAYROLL NO	Payroll Number	FL123					

**Don't forget to close the form created from the Pension Statement query process in your original browser.**

You can do this by selecting "Click here to close this form" – just above the Cancel button.

## An example of a Pension Statement Quarantine

Ms Judy Jetson, TM270880A: 1086814, (Status: Active),: Scheme LGPS

Submit

### Pension Statement Quarantine - Member joined after April 2014

Any mandatory fields have an asterisk \* next to them. These must be filled-in.

Pay Reference	TOON26
Post Reference	
Job Title	Cartoon
Full time/part time/casual	Full Time
Part time hours	0

Pay information: April through to March's monthly data added together:

Cumulative Pensionable Pay (CPP)	2500.00
50/50 Pay	0.00

This folder's statement has been quarantined for the following reason(s):

Reason 1	Suspect leaver: last CPP received was for Jun 2016
Reason 2	
Reason 3	
Reason 4	
Quarantine Expiry Date	21/07/2017

If you don't reply by the Quarantine Expiry Date above, we will issue a statement using the pay details above.

The example above explains the reason for the quarantine (last CPP received Jun 2016) and then gives you the following options below (All pay is correct, Change pay or they are a leaver).

**Choose one of these options: \***

Form completed by

Form completed date

All pay is correct
I want to change the pay
This folder is a leaver
15 June 2017 13:25:25

## All pay is correct

Use this option to tell us that the information you've already given us is, actually correct. We don't need you to tell us why this member should have passed our data checks, just confirm the financial values are right.

Once you click submit, we'll then produce the member's pension statement using these values.

Choose one of these options: \*

All pay is correct

We will produce a statement for this folder using the pay details above.

ZEmp WYPF PFR Employer Web

15 June 2017 13:23:25

Form completed by

Form completed date

**Submit**

**Note:** you won't see this option for some Pension Statement Block cases, as we don't have all the information we need to produce a pension statement, so you can't tell us what we've already got is ok. For example, where the Final Pay is missing. These types of cases will only have 2 available options: I want to change the pay or this folder is a leaver

## I want to change the pay

Tell us the **annual** amounts for the pay you want to change.

We don't need to know why they're different to what you've already given us, just tell us the revised values.

The options automatically default to "No". Select "Yes" next to the pay you want to change. If you leave the option as "No change" that means the values you've already given us are correct.

Choose one of these options: \*

I want to change the pay

Change CPP?

Yes

New CPP

£

Change 50/50 pay?

No

We will produce a statement for this folder using the revised amounts you've entered.

Form completed by

ZEmp WYPF PFR Employer Web

Form completed date

15 June 2017 13:23:25

**Submit**

After filling in the form, click **Submit**. The process will take you back to your work tray. We will produce a revised statement using the new pay information you have provided.

## This folder is a leaver

Use this to tell us the member left that particular job during the year.

Choose one of these options: \*

This folder is a leaver

Please complete a leaver notification after submitting this form. Click on the member's name on the next page to return to their record where you can complete the form.

Form completed by

ZEmp WYPF PFR Employer Web

Form completed date

15 June 2017 13:23:25

Submit

Once you click submit the process will ask you to click on the member's name, which will be in bold above the stage instructions. Once selected, it will open a separate browser where you can complete a leaver notification within the member's pension record.

Statement Block - This folder is a leaver

**Mr Frederick Flintstone, TN000001M: 1018188, (Status: Active),: Scheme LGPS**

[Process Details](#)[Process History](#)[Update Process](#)[Process Stage Details](#)

### Stage Instructions

**Click on the member's name above. Their record will open in a separate tab in your browser where you can complete a leaver notification.**

**Then click "Click here to close this form" - just above the Cancel button below.**

### Stage Actions

[Click here to close this form.](#)

Cancel

Update Account Details Home Help Accessibility FAQs Contact Logout

Search  
Change Password  
Worktray  
View Location Details  
Work Finder  
Group Trays

## Membership Details

Please do not use the back or forward buttons on your browser. Instead please use any provided 'back' option within the website form(s). If there is no 'back' option available please use the 'cancel' option.

**Mr Frederick Flintstone Active 1018188**

Membership Details Personal Details Additional Data View Documents Actions

**Membership Details**

Date Contracted Out	01/07/2011	Date Joined Current Employer	01/07/2011
Expected Retirement Date	30/10/2017	Membership Reference	1018188

**Location Details**

Employer	WYPF Test Employer	Company Name	West Yorkshire Pension Fund (WYPF)
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**Scheme Details**

Date Joined Scheme	01/07/2011	Scheme Name	LGPS
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Reference	Description	Value
EMPLOYEE PAYROLL NO	Payroll Number	FL123

Don't forget to close the form created from the Pension Statement query process in your original browser.

You can do this by selecting "Click here to close this form" – just above the Cancel button.

## Troubleshooting

Options not appearing from drop down menu.

Choose one of these options: \*

Form completed by

ZEmp WYPF PFR Employer Web

Form completed date

15 June 2017 13:23:01

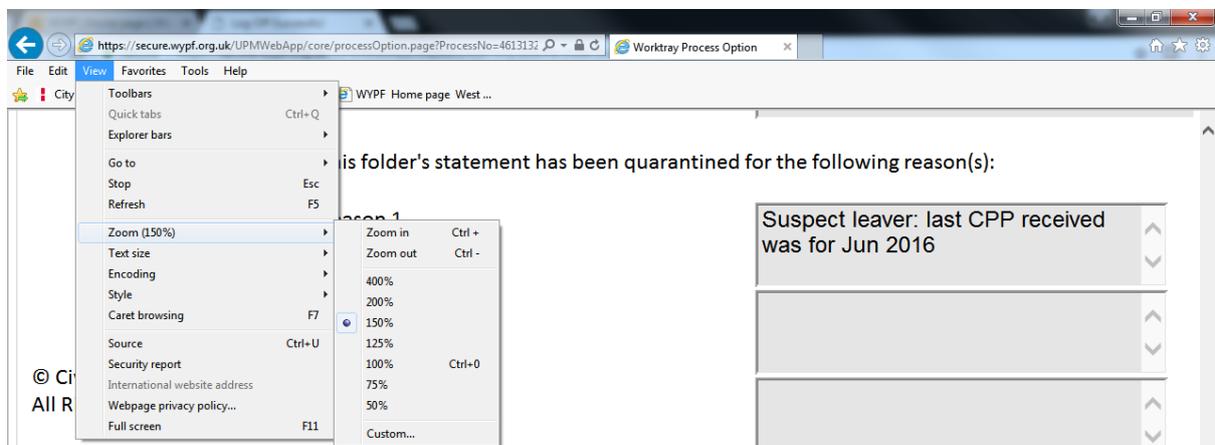
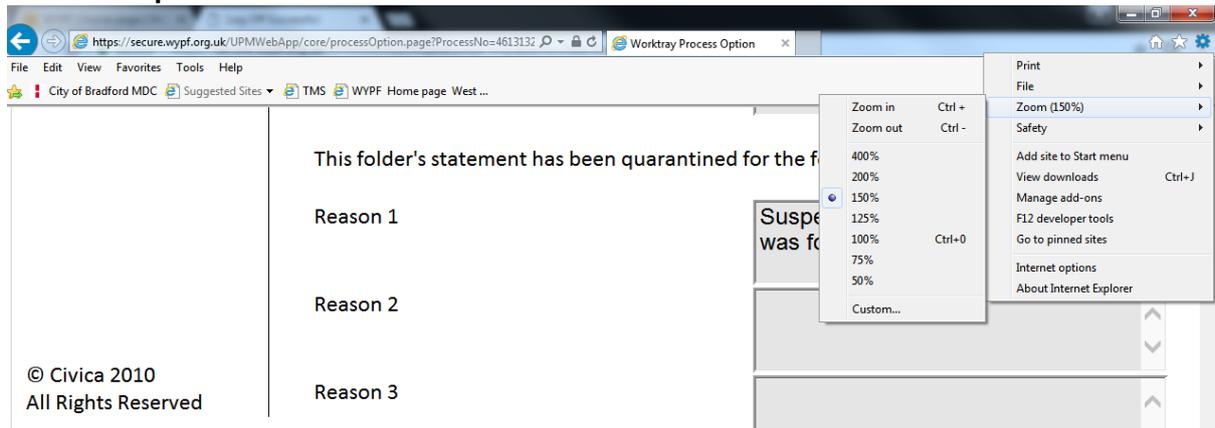
Depending on which browser you are using, will depend on how you access your settings.  
Please change your zoom settings to show 150%

### Chrome

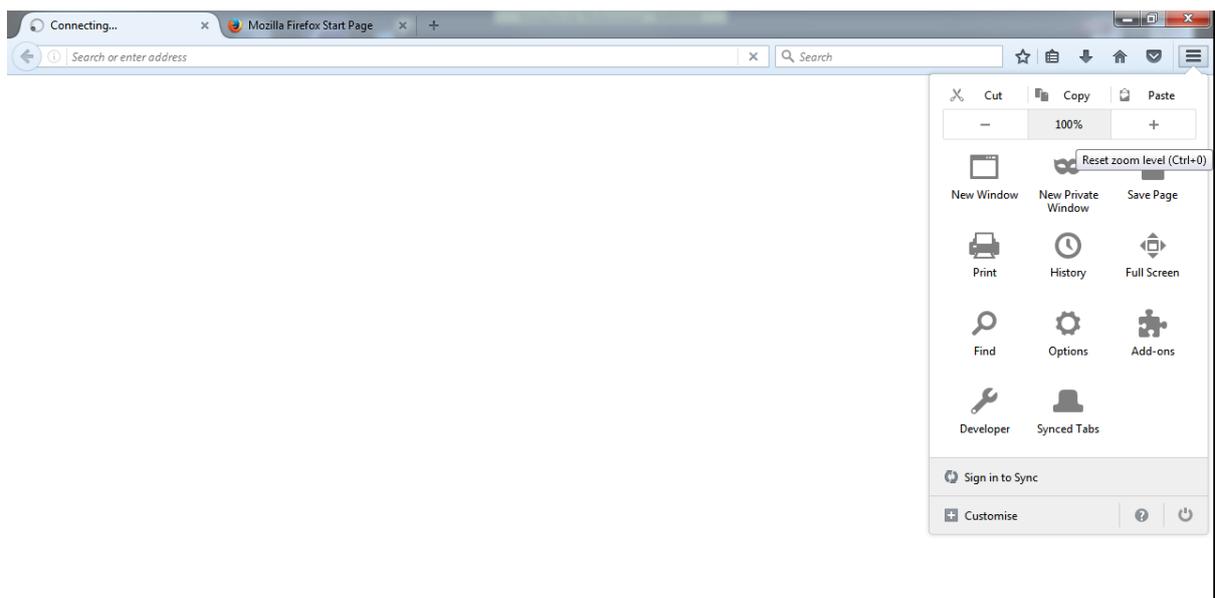
The screenshot shows a Chrome browser window with the following elements:

- Address Bar:** <https://secure.wypf.org.uk/UPMWebApp/core/processOption.page?ProcessNo=4613132&OptionID=A1&OptionCode=Action&ReturnUrl=%2FUPMWebApp%2F>
- Page Content:**
  - Pay information: April through to March's monthly data added together
  - Cumulative Pensionable Pay (CPP): 2500.00
  - 50/50 Pay: 0.00
  - This folder's statement has been quarantined for the following reason(s):
  - Reason 1: Suspect leaver: last Jun 2016
  - Reason 2: [Redacted]
  - Reason 3: [Redacted]
- Browser Menu:** Opened, showing options like New tab, History, Downloads, Bookmarks, Zoom (set to 150%), Print, Cast, Find, More tools, Edit, Cut, Copy, Paste, Settings, Help, and Exit.
- Footer:** Civica 2010

## Internet Explorer



## Firefox



## Worktray limits

The maximum number of items (processes) allowed in an individual worktray is set to 200