

PlanViewer Guide for Admin Users



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1. File Formats

Before you start – important information on file formats

- Any files you submit should be in the format agreed with Fidelity, or we may not be able to process them. Please contact Fidelity if you have any questions about the format you should use.
- If you are submitting a file that has been prepared by someone else, such as payroll or HR, it is a good idea to check it for obvious errors before you submit it.
- You will have the option to give your file a unique name. We suggest you use a name that makes it easier for you to search for the file in the future – for example, by including the date.

2. Using the Administration tab

The Administration tab on the PlanViewer home page gives you quick links to some of the tasks you will carry out most often:

- **Submit Individual Entry** allows you to supply enrolment details for a single employee or to update the details we have on our system for them.
- **Submit File** is where you can upload files of data – for example, about new joiners or contributions.
- **Submission Management** will let you see the status of data you have submitted and find out if there is anything for you to do or any errors you need to correct.
- **Alerts & Messages** will tell you if there is anything you need to do at the moment.
- **Administration Reports** takes you to range of reports that will help you with your payroll and regulatory reporting duties.

3. Important information before you start

3.1. New Joiner submission, Maintenance submission and a Leaver submission

Each of the above submissions trigger a member communication upon completion automatically.

After each submission you make via an Individual entry or a Submit file option, you will have to go to the Submission Management tab to complete the new entry or the member changes you are trying to process. You will have to either “Fix” (to resolve all warnings and clear any errors) or “Confirm” to complete the submissions made. Please refer to the submission management section further down this guide for more details.

Failing to do so may cause errors or late member data submission.

3.2. Renewals and Contribution data

If you are submitting renewals or contributions data, no further action is required as Fidelity will process the files and we will be in touch of the next steps or in case of any queries that may require your attention.

4. Adding members through the standard enrolment process

4.1. Adding an individual member

Administration → Submit Individual Entry → New Employee

Following the navigation above will bring you to the 'New Employee' screen where you will be prompted to supply the employee's details. Each time you click on 'Next' you will move to the next tab within this section.

The data you submit on the fourth tab 'Plan Information' will determine the employee's enrolment status, so it is important that you understand the Enrolment Statuses and Sub statuses and codes available.

- The Enrolment status is displayed back to your employees so please ensure it is accurate. Enrolment statuses are used to identify different worker types within the scheme. It will drive communication content and certain processes (for example Entitled Workers are not subject to the extended Late Payment timescale for first contribution so must be identifiable as such).
- The enrolment sub-status is an optional field however will add additional content to certain letters and can aid call handling so should be provided where possible. The sub-status is stored for information purposes only and will be made available in certain reports. If provided this must be a valid combination with the Enrolment Status provided.
- The Enrolment status effective date will be used as the effective date of the membership.

You can find the list of valid status codes under [Appendix 1 - Enrolment Status & Sub Status codes](#).

Important note: If your scheme operates contractual enrolment, please see some additional information below:

If you provide a sub-status of 'Scheme Rules' to us this indicates that the employee is being enrolled under a contractual arrangement. Providing this level of information is optional, however if you have agreed with us to operate non-regulatory opt out where the enrolment is contractual, you must provide a sub-status of Scheme Rules so that we can communicate and facilitate the correct opt out process.

Top tips

- Visit gov.uk/employers-workplace-pension-rules for more information on the rules for automatic enrolment.
- If an employee moves from one division of a company to another, they keep the same pension plan, so they do not need to be re-enrolled as a new member. But you may need to give them a new employer code – see the section on maintaining employees' records.
- If you try to enrol a new member and see the message 'Duplicate Records', this means they already have an account with Fidelity. Check their employer code and status:
 - **AC** means they are active and have an account that is ready to accept contributions, but you may need to change their employer code.
 - **OO** tells you they have an account set up but they have opted out in the past. In this case, you should treat them as if they are opting in, and it's a good idea to check their employer code as well.
 - **PP** means they are a deferred member of the plan. This happens if they have left the company in the past. In this case, you will need to set up a new account for them by selecting 'No Records Match'.
- **For Contract Plans only** - If the employee you are entering data for does not have a National Insurance number, please contact the Service Delivery Team who will arrange for the record to be created for you

4.2. Adding several members at the same time

Administration → Submit File → Enrolment

Following the navigation above will bring you to the 'Submit Enrolment File' page where you can upload a file containing the employees' details.

5. Opting in Members

5.1. Opting in an existing member that has previously opted out

Administration → Submit Individual Entry → Maintain Data

If your member has opted out of the plan previously (and we therefore already have a record of them on our system) then you should re-activate their existing account if they are opting back into the plan.

You can do this via the Submit Individual Entry option by providing us with an Enrolment Status and Enrolment Sub-Status change using by clicking the Edit under Plan Information and completing the following details:

- Enrolment Status
- Enrolment Sub status - in most circumstances this would be the Voluntary Join option.
- Enrolment Status Effective Date - this date must be a current date or in the future.

Alternatively, if you have multiple members to process, the opt in details can be completed on a Maintenance file and submitted via the Submit File option on PlanViewer.

Administration → Submit File → Maintenance

6. Maintaining employees' records

6.1. Updating an individual employee's records

Administration → Submit Individual Entry → Maintain Data

Following the navigation above will take you to the 'Maintain Data' page where you can search for the employee whose records you want to update. When you have submitted the employee's details and they have appeared in the 'Search Results', choose 'Maintain' from the drop-down menu under 'Action' to the right of the screen.

Once you click on 'Go' you will see a summary of the employee's records and you should use the 'Edit' link for any section you want to update.

Top tips

- If 'Maintain' does not appear in the drop-down menu under 'Action', it is likely to mean the record is currently being updated by someone else. You can find out by checking the 'Submission Management' page or try again later.

6.2. Updating records for more than one employee

Administration → Submit File → Maintenance

Following the navigation above will bring you to the 'Submit File – Maintaining Data' page where you can upload a file containing the employees' updated details.

6.3. Records that cannot be updated in PlanViewer

There are certain limitations of the details that administrators can update on PlanViewer. Details of these are listed below for your attention:

- **Employer**- these details can be updated via a maintenance file upload only, but not via a submit individual entry.
- **Category and Contribution rates** - these details can be updated via a maintenance file upload only, but not via a submit individual entry.
- **Date of birth** cannot be amended on PlanViewer. Please contact the Service Delivery Team if these details require changing.
- **National Insurance Number** - these details can be updated via a maintenance file upload only
- **Staff Number** - these details can be updated via a maintenance file upload only, but not via a submit individual entry.
- **Date Joined Company** cannot be amended on PlanViewer. Please contact the Service Delivery Team if these details require amending.
- **Gender** cannot be amended on PlanViewer. Please contact the Service Delivery Team if these details require amending.

7. Removing members from your plan

PlanViewer divides members whose details need to be removed from the plan into three broad categories:

- **Leavers** are employees who have left your company. They become deferred members of the plan. If they come back to the company in future, you will have to treat them as if they were new employees.
- **Opt outs** are employees who wish to leave the pension plan but are still employed by your company. They will become deferred members of the plan, but their records remain in PlanViewer in case they are re-enrolled or opt back in at some point in the future.
- **Non arrivals** are people who were due to join your company but didn't. These people will only be recognised in PlanViewer if you tell us in advance about people that you expect to be joining the company.

You must tell us about employees who leave your company even if they are not currently members of the plan – for example, because they are currently opted out. This is to ensure we maintain the correct status of their membership and the relevant communications are being sent.

7.1. Removing an individual member

[Administration](#) → [Submit Individual Entry](#) → [Exit Processing](#)

Following the navigation above will take you to the 'Exit Processing – Search' page where you can search for the employee who is leaving the plan. When you have submitted the employee's details and they have appeared in the 'Search Results', choose 'Leaver', 'Opt Out' or 'Non Arrival' from the drop-down menu under 'Action' to the right of the screen.

Top tips

- If you select 'Opt Out' you will be taken to the 'Exit Processing – Opt Out' page where you can tell us the date the employee told you they wanted to opt out of the plan.
- If a 'Regulatory opt out deadline' date is showing, it means the employee's request can be treated as a regulatory opt-out (rather than a request to cease active membership). This has a bearing on whether the employee will be entitled to a refund of any contributions they have paid.

7.2. Removing more than one member

[Administration](#) → [Submit File](#) → [Exits](#)

Following the navigation above will bring you to the 'Submit File – Exits' page where you can upload a file containing details of the employees' who are leaving the plan.

8. Submitting Contributions and Renewals files

8.1. Contributions

[Administration](#) → [Submit File](#) → [Contributions](#)

Following the navigation above will bring you to the page where you provide details of the contributions file you want to upload, which you can select by clicking on 'Browse'.

Please check the information about [file formats](#) at the start of this guide.

Top tips

- You can use the 'Comments' box for any other information you need to give us.
- You'll receive an email once we've received your file, and you can ask us to copy other people into the email by selecting them from the recipient list.
- Please ensure that ONLY salary sacrifice contributions are included in the 'Salary Sacrifice' column of your file. Other contributions from the employee should be placed in the 'Employee' column so we know we need to claim basic rate tax relief on them.

8.2. Renewals

[Administration](#) → [Submit File](#) → [Renewals](#)

Following the navigation above will bring you to the page where you can 'Browse' for the file you want to submit.

Please check the information about [file formats](#) at the start of this guide.

9. Submission Management





9.1. Introduction

Administration → Submission Management

Following the navigation above will take you to the 'Submissions Home' page where you will see a list of your current submissions and find details of anything you need to do.

Any data you have submitted that has passed validation successfully will be displayed in the Submission Management summary table with a 'Confirm' Action button. This applies to both individual entries and file submissions. Clicking on the 'Confirm' button from the Submission Management table will navigate you through to the Submission Detail screen.

The 'In Flight Summary' shows the four status icons that can be linked to your submissions:

-  **Action required** tells you there is something you need to do before we can process your submission.
-  **Fidelity processing** means we are working on your submission and, as a result, it isn't available to you at the moment.
-  **Completed** appears if a submission has been loaded into the system in the past 24 hours.
-  **Rejected** appears if you have rejected a submission in the past 24 hours.

Top tips

- If the 'Confirm' action is showing, it means we've checked your submission and there are no errors you need to fix.
- We will only process your submission after you click on 'Confirm'.
- Once you have clicked on 'Confirm' for a submission, or even just for a single record within it, you will no longer have the option of abandoning that submission.
- Should the file be resubmitted due to a high number of errors, the initial one has to be abandoned first to avoid getting inflight errors. Submitting multiple files without completing them also creates inflight errors.
- To search for a submission from before the past 24 hours, use the date filters below the summary table.

9.2. Fixing errors within a submission

If we find an error in a submission, you will need to fix it before we can process the submission.

Click on the 'Fix' button in the 'Action' column and you will be taken to the 'Error' tab of the 'Submission Detail' screen. For a more detailed description of an error, click on the number in the 'Code' column. You will then see what you need to do to correct the error.

Click on either the error message or 'Edit' link and you will be able to make the necessary correction.

Once you have made the correction, and any others in the file, you will be able to 'Confirm' the file in the summary table under 'File Overview'.

If you need assistance with any of the validation errors, you should contact the Service Delivery Team on service.delivery@fil.com.

Top tip

- If there are so many errors in a submission that you would rather discard it and start again, simply select the file in the Submission Management table and click on 'Abandon File'. This will completely remove the submission from our system, and you will be able to submit a new, corrected file.

10. Administration reports

PlanViewer offers a range of reports designed to help you administer the plan and meet your regulatory requirements.

Administration → Administration Reports

Following the navigation above will take you to the 'Administration Reports' page where you will see the range of reports available to you. This will vary according to the type of plan you administer and your access rights.

- **The Historic Events Report** tells you which employees have either been enrolled or opted out in the past six weeks and under what circumstances.
- **The Regulatory Opt Out Refund Report** provides a breakdown of regulatory opt out payments made by Fidelity to you in the past two years. If you receive monies into your nominated bank account, please check this report to review if the details are provided that match the value received are in this report. For any monies sent to us after a member has opted out for non regulatory opt out, our contributions team will reject the monies and send an email notification with the details instead.

Depending on the type of report you are generating, you will be taken to a page where you can use the 'Report Parameter Options' to tailor your report.

11. Further Assistance and Information

- Plan Information and Forms can be found on PlanViewer by following the path below:

[Plan Information > Menu > Forms & Documents](#)

If you require any further assistance on PlanViewer please contact the Service Delivery Managers Team on +44 (0)1737 838517 or by email on service.delivery@fil.com.

You can also visit the Help & Support page where further information on the administration of plan is available: [Help & Support \(fidelity.co.uk\)](https://fidelity.co.uk/help-support)

12. Appendix

Appendix 1 - Enrolment Status & Sub Status codes

Enrolment Status		Enrolment Sub-Status		Description
Code	Description	Code	Description	
AUEN	Eligible Jobholder	LEGI	Legislative	Employee is Automatically enrolled under the new Automatic Enrolment regulations
AUEN	Eligible Jobholder	UNKN	Unknown	Employee is Automatically enrolled under the new Automatic Enrolment regulations
AUEN	Eligible Jobholder	VLTR	Voluntary join	Employee has voluntarily Opted In to the plan and are enrolled under the new Automatic Enrolment regulations
AUEN	Eligible Jobholder	RENR	Re-enrolled	Employee is to be re-enrolled following the 3 year cyclical re-enrolment
OIJH	Non-eligible Jobholder	SCHM	Scheme Rules	Employee is enrolled into the plan under scheme rules
OIJH	Non-eligible Jobholder	UNKN	Unknown	Employee does not meet the Automatic Enrolment criteria, however they have the right to Opt in to the plan as Non Eligible jobholder
OIJH	Non-eligible Jobholder	VLTR	Voluntary join	Employee has voluntarily Opted In to the plan and are enrolled under the new Automatic Enrolment regulations
OIOT	Other	SCHM	Scheme Rules	Employee is enrolled into the plan under scheme rules
OIOT	Other	UNKN	Unknown	These employees do not meet Automatic Enrolment criteria, however can join the plan e.g. they may be using this as a top up plan for members who are already in a DB plan elsewhere
OIOT	Other	VLTR	Voluntary join	Employee has voluntarily Opted In to the plan
OIWK	Entitled worker	SCHM	Scheme Rules	Employee is enrolled into the plan under scheme rules
OIWK	Entitled worker	UNKN	Unknown	Employee does not meet the Automatic Enrolment criteria, however they have the right to join the plan as a Entitled worker
OIWK	Entitled worker	VLTR	Voluntary join	Employee has voluntarily Opted In to the plan and are enrolled under the new Automatic Enrolment regulations

