



## **Standard and Manual Interface Payroll Scenarios**

Version 1.0

# Contents

Contents	
Introduction.....	4
1. <a href="#">New Joiner</a> .....	7
2. <a href="#">Negative Bonus</a> .....	20
3. <a href="#">Re-joiner (has previous CSPA membership)</a> .....	23
4. <a href="#">Optants Out</a> .....	24
5. <a href="#">Optants In</a> .....	34
6. <a href="#">Dual Appointments</a> .....	37
7. <a href="#">Partial Retirement</a> .....	41
8. <a href="#">Re-employed Pensioner</a> .....	44
9. <a href="#">Pay History</a> .....	46
10. <a href="#">Negative Pay History Fields</a> .....	58
11. <a href="#">Leavers</a> .....	61
12. <a href="#">Change of Part Time working pattern</a> .....	72
13. <a href="#">Assumed Pay</a> .....	79
14. <a href="#">Opting in and out of partnership</a> .....	99
15. <a href="#">Service History Combinations</a> .....	109
16. <a href="#">The purpose and use of the ALTKEY field</a> .....	127
17. <a href="#">STHours and ST2Hours</a> .....	133
18. <a href="#">Control Totals</a> .....	143
19. <a href="#">Inserts, Updates and Deletions</a> .....	148
20. <a href="#">Closing an allowance</a> .....	163
21. <a href="#">Zero hours contracts</a> .....	168

Version history

Version	Date	Author	Notes
1.0	18/06/2025	Senior Data Analyst	Release

# Introduction

## Purpose of This Document

This document is designed to support employers, payroll system providers, and Shared Service Centres in developing their payroll interfaces. It addresses the need for clearer guidance on structuring data within the interface, particularly in complex business scenarios.

It is a living document and will evolve over time. Employers with queries not currently covered should contact the Interface Team. Capita will assess whether the scenario is already documented and, if necessary, create a new example to demonstrate the correct data interfacing approach.

## Interface Development: Key Employer Considerations and Best Practices

### Overview

This guidance outlines essential considerations for employers engaging in interface development with Capita. It is designed to support consistent and efficient collaboration, while recognising that HR and payroll systems vary widely across organisations. The scenarios described are common but not exhaustive.

Employers should use this document as a reference point and consult with Capita to ensure alignment with specific requirements.

### General Guidance

The examples and scenarios provided reflect typical situations encountered by most employers. However, due to the diversity of HR and payroll systems, not every possible case is covered. This document should be used as a general reference and not as a definitive solution for all interface development needs.

### Consultation Requirement

Before initiating any interface development work, employers must consult with Capita. Early engagement ensures that the approach is aligned to Capita's technical and operational standards. Failure to consult may result in rework, delays, or additional costs.

### Handling Custom Scenarios

If your organisation's requirements fall outside the scope of this guidance, please collaborate directly with your assigned interface analyst. They will help assess your needs and determine the most appropriate solution.

### Data Validation and Quality

Capita uses a unified suite of data validations aligned with the Data Integrity Team. This alignment helps reduce future data cleansing, minimize delays during events like leaver processing, and improve the member experience during key scheme events (e.g., Annual Benefit Statements).

Errors vs. Warnings:

- **Errors:** Prevent data from being loaded to Hartlink. These occur when data is invalid (e.g., missing surname).
- **Warnings:** Allow data to be loaded but flag unusual scenarios (e.g., unusually high salary increases).

Employers must respond to validation reports monthly. The actioned report must be submitted before the next regular submission. Persistent failure to address validations may result in escalation to the Scheme Manager.

## Ensuring Data Accuracy and GDPR Compliance: Employer Responsibilities

### Overview

Under the General Data Protection Regulation (GDPR), effective since May 2018, all participating employers are legally responsible for ensuring that personal data shared with Capita is accurate, complete and up to date.

### Monthly Data Validation

- Maintain a documented process for reviewing and resolving validation issues identified in monthly data interfaces
- Ensure timely correction of data validation failures to prevent delays in pension administration

### Issue Escalation with Third Parties

- Establish a clear method for escalating recurring data issues with third-party providers
- Keep a record of communications and resolutions for audit purposes.

### Change Notification to Capita

- Implement a process to promptly notify Capita of any relevant changes, including:
  - Employer or payroll contact details
  - Payroll provider or software changes
  - System upgrades that may affect data formatting or transmission

### Interface Guidance

- **Formatting:** Italicized values are instructional and not literal. Refer to the Developer’s Guide for formatting, positioning, and valid values.
- **Demonstration Data:** Some fields are omitted for clarity. Populate all required fields as needed.
- **National Insurance Numbers:** Use the correct NI number. Placeholder “XX000000X” is for demonstration only. Incorrect NI numbers can lead to duplicate records and data rejection.

### Enhanced Standard Interface

Only data changes should be submitted. Do not resend unchanged records. For example:

- If a salary record hasn’t changed, do not include it.
- If a field within a record changes, submit the entire updated record.

**Exception:** For re-joiners, mandatory joiner records must be submitted even if the data hasn’t changed since their previous participation. Refer to the [re-joiner's section](#) for details.

## **Structural vs. Logical Validity**

This document also highlights scenarios where data may be structurally valid but logically incorrect. For instance, if Statutory Maternity Pay (SMP) is entered in the Earnings field during “Assumed Pay,” no error is triggered, but it may result in incorrect benefit calculations. Such examples are included to guide correct data interfacing.

## **Sharing and Compliance**

Ensure this document is shared with any third parties acting on your behalf (e.g., payroll bureaus, shared service providers) so they can align their systems accordingly. Non-compliance can lead to validation failures and negatively impact member benefits.

# 1. New Joiner

## Detailed Scenario

James commenced employment with HM Revenue & Customs (HMRC) on 1 March 2025. He is 26 years old and has no prior employment history within the Civil Service.

From his first day of employment, James is automatically enrolled into the Civil Service Pension Scheme. Based on the eligibility criteria, he joins the alpha scheme. Although James is eligible to opt into the partnership scheme, he chooses to remain in the alpha scheme.

James’s full-time equivalent (FTE) salary is £32,000 per annum, with a pensionable allowance of £500 per annum and a non-pensionable allowance of £1,000 per annum. However, James works part-time at 50% of a standard working week, so his actual pay and allowances are adjusted accordingly:

**Actual salary:** £16,000 (50% of £32,000)

**Pensionable allowance:** £250 (50% of £500)

**Non-pensionable allowance:** £500 (50% of £1,000)

As part of the onboarding process, the following mandatory records must be interfaced for all new joiners:

Record Type	Standard Interface File Prefix	Manual Interface Worksheet Name	Description
Basic	BAS	Basic Details New Members	Personal details, including but not limited to surname, date of birth, and National Insurance number.
Address	ADD	Home Address	Member’s home address
Service	SER	Service History	Date of joining the pension scheme, including the specific section joined and details of any absences from pensionable service.
Salary	SAL	Salary Details	Member’s full-time equivalent salary and actual part-time salary.
Pay History*	PAY	Pay History	Member’s pensionable earnings and scheme contribution amounts.

The following records are mandatory for creating a new joiner record on Hartlink: Basic, Address, Service, and Salary. If any of these records are missing, James’s record will not be created on the system.

All four records must be submitted together in a single interface submission. Submitting them separately will result in James not receiving a benefit statement or any other scheme-related correspondence.

It is essential that these records are loaded at the same time. For example, submitting Basic and Address data in April and then Salary and Service data in May is not permitted. All four records must be submitted in April to ensure successful onboarding.

If a pay history record is missing, a Data Validation Failure (DVF) will appear in your validation report. To resolve this, you must ensure that a pay history record—containing cumulative year-to-date contributions and earnings—is included in a subsequent interface submission.

**What validation will trigger if I don't send all records in a single interface?**

If all required records (Basic, Address, Service, and Salary) are not submitted in a single interface, the following validation errors may be triggered:

- **10202** – Triggered if the Address record is missing.
- **10105** – Triggered if the Service History is missing.
- **10115** – Triggered if the Salary History is missing.
- **10148** – Triggered if the Pay History is missing.

Additionally, if these new joiner errors are not corrected before the next sequential monthly interface, any subsequent data submitted for the affected member (e.g., pay history) will trigger:

- **10327** – This indicates that Hartlink cannot match the new record to an existing member, resulting in the record being rejected.

**Important:** To avoid these errors and ensure successful onboarding, all mandatory records must be submitted together in the same interface submission.

**Why is it important to load these records?**

If a new joiner's record is interfaced without the required mandatory data, their member record will not be created in Hartlink. This will trigger errors in future interface loads and negatively impact the member experience.

Key pension scheme processes—such as benefit statements, Pension Saving Statements, CARE year-end processing, and compensation awards—depend on complete and accurate data. Missing information can lead to incorrect benefit calculations, statements being sent to outdated addresses, and significant distress for members.

Additionally, data issues will require extra effort to resolve, potentially incurring further costs due to data cleansing and correction activities.

**Is Pay History a Mandatory Record?**

While not strictly mandatory at the point of a member joining, pay history is essential for accurate benefit calculations. Capita relies on this data to calculate nuvos and alpha pensionable benefits, as well as for processing refunds, added pension, added years, and EPA benefits.

Capita recognises that it may not always be possible to submit pay history in the first month of scheme membership. For example, if payroll is processed on the 20th and a new joiner starts on the 21st, they may not receive pay or make pension contributions until the following month.



# New Joiner

As James works part-time and receives an allowance, two additional records are required:

Record Type	Standard Interface File Prefix	Manual Interface Worksheet Name	Description
Allowance	ALL	Pensionable Allowance	Allowance data, including allowance code and the annual rate of allowance
Part Time Hours	HRS	Part Time Hours	Full and part time hours for members who are part time.

The information must be submitted to Capita via the standard interface, using the following minimum required fields:

## Basic Record

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number combined	ALTKEY	ABCS00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Surname	SURNAME	Hughes	
First Name	NAME1	James	
Date Of Birth	DOB	01/01/1999	
Title	TITLE	MR	Hartlink supports a wide range of personal titles. For a complete and up-to-date list, please contact your interface analyst.
Employer*	EMPLYR	HMRC	Unique code provide by Capita
Member's Gender	SEX	M	Only use M or F
Paypoint	PAYPNT	CGHM	
Marital Status	MARSTAT	S	

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

	B	C	D	E	H	I	J	K	P	Q
1	NI Number	Alt Key	Surname	Name1	Title	Sex	Marital Status	Date of Birth	Employer	Paypoint
2	XX000000X	ABCS00000123	Hughes	James	Mr	M	S	01/01/1999	HMRC	CGHM

*\*If your employer’s name is due to change, it is important to notify Capita as soon as the new name is confirmed. This allows Capita to update its Contact Relationship Management (CRM) system promptly. Please liaise with your interface analyst to provide the updated name along with the effective date of the change.*

*In cases of department or organisational merges or splits, Capita must be informed at least six months before the intended go-live date. The advance notice is essential to ensure Capita can allocate appropriate resources for the project’s testing phase.*

*Likewise, if your organisation is changing payroll providers, you must notify Capita at least 6 months prior to the payroll migration go-live date. This ensures adequate resourcing and supports a smooth and successful data transition. Capita will work closely with you throughout the process.*

**Is the payroll number (Altkey) essential for identification purposes? Given that the National Insurance Number is unique to each individual, wouldn’t it be sufficient to reference member records?**

The Altkey is used to identify specific member records when an individual holds more than one Civil Service role concurrently. In such cases, each role may generate a separate record within Hartlink.

To ensure data is correctly allocated to the appropriate record and employer – and to prevent incorrect benefit calculations – it is crucial that the Altkey is provided.

If the Altkey is omitted and the National Insurance Number is not unique across records, the data submission will be rejected by Hartlink, and you will receive an **10339**-validation code. Including the Altkey allows Hartlink to correctly match the data to the intended record where duplicate NINOs exist.

Address

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	ABCS00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Address Line 1	ADDLIN1	99 Test Street	
Address Line 2	ADDLIN2	Test Town	
Address Line 3	ADDLIN3		
Address Line 4	ADDLIN4		
Address Line 5	ADDLIN5		
Post Code	PSTCODE	TT11 1TT	
Effective Date	ADDEFF		This is only necessary if the date is in the future for example, if someone is scheduled to move house on a specific upcoming date.

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	F	G	H	I
NI Number	Alt Key	Address Line 1	Address Line 2	Address Line 3	Address Line 4	Address Line 5	Postcode
XXOOOOOOX	ABCS00000123	99 Test Street	Test Town				TT11 1TT

Service History

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	ABCS00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/03/2025	The date from which the service history becomes effective.
Start Code	STARTCDE	N	For a new joiner to your organisation, select 'N', even if they were previously part of the CSPA before joining. For individuals who have opted out, refer to the 'Optant Out' scenario.
Scheme	SCHEME	CSO	Only use 'PCS' or 'CSO'. Note that all Partnership cases must be reported under 'PCS'.
Scheme Category	SCHCAT	A	'A' denotes Alpha pensionable service. This field indicates to Capita whether the member is accruing pensionable, qualifying, or non-qualifying service.
Status	STATUS	A	'A' in this field indicates that the member is a permanent employee. This designation should still be used even if the member works part-time.
Employer Code	EMPLYR	HMRC	The employer code is the unique identifier assigned by Capita to each participating employer.
End Date	ENDDTE	Blank	An end date is required to accurately reflect the conclusion of a member's service or status
End Reason	SVRSN	Blank	An end reason is required to explain why a member's service or status ended

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	ABCS00000123	01/03/2025	N			CSO	A	A	HMRC

Is it necessary to provide an end date and reason when someone opts out after joining the scheme?

No, to opt someone out of the scheme, you should use the start code 'OO', which overrides the previously submitted 'N' start code. This process is explained in detail in the section on opting out.

What if my interface has a scheme category of classic, premium, nuvos or partnership and a scheme of CSO?

If the service history is incorrect, it will be rejected and will not load into Hartlink. Since service is a core record, other dependent records—such as salary, allowances, and pay history—will also be rejected. Ensuring the accuracy of service history is essential to prevent cascading data rejections and to reduce the need for data cleansing.

Salary History

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	ABCS00000123	A combination of the Paypoint code and the member’s payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/03/2025	Note that the salary effective date aligns with the start date of the service history*
Employer	EMPLYR	HMRC	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	CGHM	
Notional Pay	NOTPAY	32000	Notional Pay refers to the full-time equivalent annual salary and should exclude any allowances or bonus payments.
Actual Pay	ACTPAY	16000	This refers to the member’s part-time salary and should exclude any allowances or bonus payments.
Reduced Actual Pay	RACTPAY	0	Applicable only to members currently on parental leave.

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	F	G	I	L	O
NI Number	Alt Key	Salary Start Date	Employer	Paypoint	Notional Pay	End Date	Actual Pay	Actual Reduced Pay
XX000000X	ABCS00000123	01/03/2025	HMRC	CGHM	32000		16000	

**\*If the member’s salary effective date is earlier than their eligibility date for joining the scheme, should the start date reflect the actual salary commencement date rather than the service history start date?**

If the member’s salary commenced before they became eligible to join the scheme, the salary start date should be recorded as the same as the service history start date. Capita does not require salary information for any period prior to the member’s entry into the scheme.

**If the member is employed full time, wouldn’t the notional pay and actual pay be identical?**

Yes, for full-time members, the notional pay and actual pay will be the same. These values will only differ if the member is employed on a part-time basis.

**Do I need to send a grade code?**

No

However, for industrial-grade employees or those entitled to a 2% uniform uplift, it is essential to include the appropriate grade code in the salary record. These grade codes must also be listed in the GRADE.txt file. Failure to provide the correct grade code may result in inaccurate member benefit calculations. If you need to notify Capita of such an uplift, please contact your Interface Analyst, who can offer further guidance.

Pay History

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	ABCS00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/04/2024	This refers to the beginning of the scheme year in which the member joins the scheme.
Service Period Number	SVPRDNO	1	The number of distinct service periods the member has completed with the employer during the scheme year.
End Date	ENDDTE	31/03/2025	The final day of the pay period for which the member is being paid—typically the last day of the month, or the member's final day of service if they leave during that pay period.
Employer	EMPLYR	HMRC	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	CGHM	
National Insurance Category	NICAT	A	National Insurance (NI) category code. For a full list of valid NI categories and their descriptions, please refer to HMRC guidance.
Scheme	SCHEME	CSO	CSO is the alpha scheme
Scheme Contributions	SCHCNT	41.21	The total scheme contributions paid by the member during the scheme year.
Earnings	EARNINGS	895.83	Pensionable earnings for the scheme year, including salary, allowances, and bonuses that are classified as pensionable. Non-pensionable elements of pay must be excluded.

# New Joiner

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	ABCS00000123	01/04/2024	1	31/03/2025	HMRC	CGHM	A	CSO	41.21	895.83

## Why Are Pensionable Earnings Reported and Why Are They Important?

The alpha scheme is a Career Average Revalued Earnings (CARE) pension scheme, which uses pensionable earnings to calculate members’ pension benefits. Accurate reporting of pensionable earnings is essential because:

- At the end of each pension scheme year, you must confirm with Capita that all pensionable earnings have been correctly applied to members’ pay histories.
- Once confirmed, Capita will “close” the CARE year. This means no further pensionable earnings can be added for that year, as the final figure will be used to calculate the member’s CARE pension.
- This process is known as the CARE Year End.

Incorrect reporting of pensionable earnings can lead to under or over calculation of members’ benefits, potentially impacting their retirement outcomes. It is therefore critical that the values reported are complete and accurate.

## Some new joiners may not receive payment in their first month of service if payroll is processed before their details are entered into the system. Is this an issue?

Capita acknowledges that this situation may occur in these cases where a new joiner is not paid in their first month due to payroll being processed before their details are entered into the system, you should still submit the four mandatory records: Basic, Address, Service, and Salary History.

Capita will return a warning indicating that the Pay History record has not been received. However, this warning will not prevent the successful loading of the other four records, provided there are no other errors present.

## Occasionally, my payroll provider submits new joiner records for individuals who are not eligible to join the scheme—such as trustees, honorary positions, or casual workers who do not meet auto-enrolment criteria. Is this an issue?

Capita treats the reporting of non-members with the utmost seriousness. Under the Data Protection Act, Capita is only permitted to hold and process data that is directly relevant to the administration of the pension scheme. Submitting data for individuals who are not scheme members—such as trustees, honorary roles, or casual workers not eligible under auto-enrolment—may constitute a breach of data protection legislation.

In such cases, Capita reserves the right to report breaches to the Information Commissioner’s Office (ICO).

As the employer, it is your responsibility to ensure that your payroll system—and any third-party payroll or HR provider you engage—has robust controls in place to prevent the submission of data unrelated to the administration of pensionable benefits. Failure to do so may result in regulatory consequences and compromise the integrity of the scheme’s data.



Part Time Hours

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	ABCS00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/03/2025	This is the date the part-time service period began. However, if this date falls before the member's entry into the pension scheme, you must report the start date as the member's scheme joining date, not the actual start date of the part-time service.
End Date	ENDDTE	Leave Blank	This field should only be populated when the member leaves employment or transitions from part-time to full-time status. If the member opts out of the pension scheme but remains employed, the end date should not be entered.
Employer	EMPLYR	HMRC	The employer code is the unique identifier assigned by Capita to each participating employer.
Part Time hours	PTHRS	18.5	The number of hours the member is contracted to work each week, as specified in their employment contract.
Full Time Hours	FTHRS	37	The number of hours a full-time employee in the equivalent role would be contracted to work per week.

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	F	G	H	I
NI Number	Alt Key	Start Date	Employer	End Date	Part-time hours	Full-time hours	Hours Type
XX000000X	ABCS00000123	01/03/2025	HMRC		18.5	37	

Allowance History

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	ABCS00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/03/2025	Enter the date the allowance began. If this date is earlier than the member's pension scheme start date, report the scheme joining date instead of the actual allowance start date.
End Date	ENDDTE		This field should only be completed when the member leaves employment. If the member simply opts out of the scheme, do not enter an end date.
Employer	EMPLYR	HMRC	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	CHGM	
Allowance Code	ALLCODE	ABCD	The allowance code must be agreed with Capita before it can be used.
Notional Allowance Rate	ALLRATE	500	The full-time equivalent allowance amount, expressed as an annual rate.
Actual Allowance Rate	ACTRATE	250	The part-time equivalent of the allowance, expressed as an annual rate. For example, if James works 50% of his full-time equivalent (FTE), his actual allowance rate would be 50% of the full-time annual rate (ALLRATE).

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	F	G	I	J	O
NI Number	Alt Key	Start Date	Paypoint	Employer	Allowance Code	End Date	Allowance Rate	Actual Rate of Allowance
XX000000X	ABCS00000123	01/03/2025	CGHM	HMRC	ABCD		50	250

**James receives two allowances, but only one appears in the interface. What could be the reason for this discrepancy?**

James’s second allowance is non-pensionable and therefore does not need to be reported. It is not required for the calculation of accurate pensionable benefits.

**If James were working full time, would his notional allowance rate be equal to his actual allowance rate?**

Yes, they would be the same.

The Actual Allowance Rate is a required field, as it is used in certain benefit calculations and must always be provided.

All three allowance rates—Notional, Actual, and Reduced Actual—must be reported as annual values.

If an allowance is only paid for part of the year, you must still submit the annualised amount. Capita will then calculate the prorated value based on the allowance’s start and end dates recorded in the allowance history.

## 2. Negative Bonus

### Detailed scenario

Jo, a member employed by the Department for Work and Pensions (DWP), received a pensionable bonus of £350 on 01/05/2025.

The bonus was awarded for productivity and is associated with the bonus code “PROD”, as specified by the employer.

According to Hartlink, the relevant paypoint code is “SSC5”, and the employer code is “DWP”.

The information sent to Capita via the standard interface is:

### Bonus Record

Contents	Field	Values
Hartlink generated unique identifier	MEMBNO	Leave Blank
Members National Insurance Number	NINO	XX000000X
Group & Staff Number Combined	ALT KEY	ABCS00000123
Effective Date	EFFDTE	01/05/2025
Paypoint	PAYPNT	SSC5
Bonus Code	BONCODE	PROD
Employer	EMPLYR	DWP
Bonus Amount	BONAMT	350
Pensionable Flag	PENFLG	Y

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	F	G	H	I
NI Number	Alt Key	Effective Date	Paypoint	Bonus Code	Employer	Amount	Pensionable Flag
XX000000X	ABCS00000123	01/05/2025	SSC5	PROD	DWP	350	Y

# Negative Bonus

Jo’s record has been successfully added to Hartlink.

However, three months later, the employer identifies an overpayment of £50. The bonus amount (field BONAMT) was incorrectly recorded as £350, when it should have been £300.

To correct this, the standard interface must include an adjustment that offsets the previously interfaced amount. The corrective record should reflect the revised value as follows:

## Bonus Record

Contents	Field	Values
Hartlink generated unique identifier	MEMBNO	Leave Blank
Members National Insurance Number	NINO	XX000000X
Group & Staff Number Combined*	ALT KEY	ABCS00000123
Effective Date*	EFFDTE	01/05/2025
Paypoint*	PAYPNT	SSC5
Bonus Code*	BONCODE	PROD
Employer	EMPLYR	DWP
Bonus Amount	BONAMT	300
Pensionable Flag	PENFLG	Y

Only the BONAMT field (highlighted in red) is modified from the original record. Once the correction is processed, the original record will reflect the updated amount of £90.

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	F	G	H	I
NI Number	Alt Key	Effective Date	Paypoint	Bonus Code	Employer	Amount	Pensionable Flag
XX000000X	ABCS00000123	01/05/2025	SSC5	PROD	DWP	300	Y

# Negative Bonus

## Which system validations are activated in response to a negative value in the bonus field (BONAMT)?

10221 validation

## Why is a £-50 bonus adjustment not permitted on 01/05/2025?

Submitting a negative value on the same date as the original £350 bonus (e.g., 01/05/2025) will overwrite the original amount with the negative figure. As a result, the member’s pensionable earnings could be understated by £350, rather than correctly adjusted by £50.

## Why does the system reject a negative value?

The bonus history is used to calculate pensionable benefits, so accuracy is critical. If an error is identified, you should adjust the original incorrect value rather than submitting a negative amount to offset it. When submitting a correction via the interface, it is essential to use the same effective date and bonus code as the original entry. Failing to do so will result in the creation of a second bonus record, rather than updating the existing one.

If you're unsure how to make the adjustment correctly, please contact your interface analyst—they can guide you through the process.

## \*Developers note:

Hartlink generates a compound key for each bonus record using the following fields:

- **Member’s National Insurance Number**
- **Altkey**
- **Paypoint**
- **Effective Date of Change**
- **Bonus Code**

Any change to one or more of these fields will result in a new record being inserted, rather than an update to the existing one.

If you need to update a record that includes changes to any of these key fields, you must first submit a deletion record, followed by the new corrected record. Details on how to construct deletion records can be found in the Developer’s Guide.

If you are unsure how to delete a record or need further clarification, please contact your Interface Analyst at Capita for assistance.

### 3. Re-joiner (has previous CSPA Membership)

#### Detailed Scenario

Paul was previously a member of the Civil Service Pension arrangements, either under the PCSPS or the alpha scheme (CSOPS alpha). After leaving the Civil Service, he spent two years working in the private sector.

Paul has now returned to the Civil Service. Paul holds a deferred pension in the alpha scheme. Upon rejoining the Civil Service, he will rejoin the alpha scheme, continuing to build on his pension benefits under the same arrangement.

#### What is the correct process for submitting Paul as a re-joiner using the standard interface?

To submit Paul as a re-joiner, all five mandatory records must be provided, along with the part-time hour's history and allowance records, if applicable. If the pay history record is not available at the time of submission, but the other four mandatory records—Basic, Address, Service, and Salary—are submitted, the system will return data validation error **10148**. While these four records will be accepted, it is crucial that the pay history is included in the next interface submission. This record is essential for the accurate calculation of Alpha benefits, as well as for processing refunds and AVC benefits.

#### If Paul rejoins the same employer and there have been no changes to his salary, part-time hours, or allowance data since his previous employment, is it still necessary to resubmit these records?

Yes, you still need to resubmit all this information. Even if Paul's salary, part-time hours, and allowance data have not changed since his previous employment, it's important to provide updated records.

This is because Paul may have worked for another Civil Service department in the interim, and the system will treat the most recently submitted data as current unless new records are provided.

Additionally, his previous records should have been closed with an end date corresponding to his original leaving date. Therefore, to reflect his re-employment accurately, you must reopen or restart these records with the appropriate new start dates.

#### If Paul rejoins the same employer within the same scheme year, should his accumulating contributions and earnings be restarted from the rejoin date, or should his previous contributions and earnings from earlier in the scheme year be included?

Paul's pay history should reset to zero upon rejoining. For example, if Paul was employed from April to June, then left for three months and rejoined the same employer in October, his contributions and earnings in the pay history record should begin from zero—as though he were a new employee.

This is one of the few scenarios where the Service Period Number should be incremented from 1 to 2. The other common scenario is when a member changes employer but remains on the same paypoint. The Service Period Number in the pay history reflects the number of distinct periods in which the member has accrued benefits within the same scheme year.

Assuming a monthly contribution of £46.00 and monthly earnings of £1,000, the structure should reflect this reset accordingly. Please refer to the example structure below for clarity.

### 3. Re-joiner (has previous CSPA Membership)

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	ABCS00000123	01/05/2025	2	31/05/2025	YJB	SSC4	A	CSO	46.00	1000.00

When a member rejoins the same paypoint within the same scheme year in which they previously left, you must increment the Service Period Number—for example, to “2”.

If the member rejoins multiple times within the same scheme year, continue incrementing the Service Period Number by one with each rejoin. This incremented value should be used for all subsequent pay history submissions until either:

- the end of the scheme year, or
- the member leaves again—whichever comes first.

At the start of a new scheme year, the Service Period Number must be reset to “1” for all monthly pay history interface submissions, regardless of the member’s previous activity.



## 4. Optants Out

### Detailed scenario – Opt out within 3 months

Sara joined the pension scheme on 1st July 2024. In the July interface submission, sent in early August, all five mandatory records were successfully submitted to Capita. Additionally, a pensionable allowance was included in the same submission.

However, in August, Sara decided she no longer wished to participate in the pension scheme and opted out. Although she was offered the opportunity to join the Partnership scheme, she declined.

### How should an optant out record be interfaced to Capita?

The important point to note is that Sara is opting out within three months of joining the pension scheme. As a result:

- Her employer, not Capita, is responsible for processing and paying the refund of contributions.
- Since the opt-out is occurring within the three-month window, Sara is treated as though she was never a member of the scheme.
- Therefore, her opt-out date should be recorded as 1st July 2024, the same as her original scheme start date.

The August interface must contain two records for an optant out:

Record Type	Standard Interface File Prefix	Manual Interface Worksheet Name	Description
Service History	SER	Service History	Includes a service history record with an opt-out status.
Pay History	PAY	Pay History	Contributions and earnings recorded as zero.

The two records should be interfaces as follows:

Service History

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	ABCS00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/06/2024	This refers to the effective opt-out date for Sara, which is distinct from the date she communicated her decision. It represents the date from which her membership in the scheme is considered to have ended.
Start Code	STARTCDE	OO	The start code 'OO' is used to signify that the member has opted out of the pension scheme.
Scheme	SCHEME	CSO	CSO indicates the alpha scheme
Scheme Category	SCHCAT	N	An 'N' status code signifies that the member is not currently building up pensionable or qualifying service within the scheme.
Status	SVSTAT	AO	An 'AO' entry in this field signifies that the individual is a permanent employee who has elected to opt out of scheme membership.
Employer Code	EMPLYR	ESUK	The employer code is the unique identifier assigned by Capita to each participating employer.
End Date	ENDDTE	blank	An end date is required to accurately reflect the conclusion of a member's service or status
End Reason	SVRSN	blank	An end reason is required to explain why a member's service or status ended

Pay History

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	ABCS00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/06/2024	This refers to the effective opt-out date for Sara, which is distinct from the date she communicated her decision. It represents the date from which her membership in the scheme is considered to have ended.
Service Period Number	SVPRDNO	1	This value represents how many separate periods of pensionable service the member has had with the employer within the current scheme year.
End Date	ENDDTE	31/08/2024	This field should reflect the last day of the pay period for which the member is being paid—typically the last day of the month, or the member's final day of service if they leave during that period. Since Sara's opt-out is being reported in August, the date should be recorded as the last day of August
Employer	EMPLYR	ESUK	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	FDCR	Four-character code as advised by Capita
National Insurance Category	NICAT	A	National Insurance (NI) category code. For a full list of valid NI categories and their descriptions, please refer to HMRC guidance.
Scheme	SCHEME	CSO	CSO is the alpha scheme
Scheme Contributions	SCHCNT	0	This field represents the total scheme contributions paid during the scheme year. Since Sara received a refund from her employer after opting out, the value should be recorded as zero.
Earnings	EARN	0	This field represents the member's pensionable earnings for the scheme year. Since Sara opted out from the start of her employment, she has not accrued any pensionable earnings, and the value should be recorded as zero.

What would this look like when submitted through the manual interface?

The service history would look like this:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	ABCS00000123	01/06/2024	00			CSO	N	AO	ESUK

The pay history would look like this:

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	ABCS00000123	01/04/2024	1	31/08/2024	ESUK	FDCR	A	CSO	0.00	0.00

Both records include a field labeled 'Scheme'. Since the individuals are not members of the scheme, should I use the scheme code 'N' in this field?

No, you should use the scheme code that corresponds to the scheme the member is opting out of. This information is important because, if the member were to receive a compensation payment in the future, we would need the correct scheme details to accurately calculate the compensation award.

If Sara made an Added Pension AVC contribution in her first month and then opted out within three months, would that contribution also be refunded and the value set to zero?

Yes, the employer is responsible for refunding her Added Pension AVC contribution. You should therefore enter a value of zero in the relevant field.

As Sara has opted out of the scheme, am I still required to report any future changes related to her?

Yes. Sara may still be eligible for a compensation scheme award, which relies on data such as salary, service, part-time hours, short-time hours, and allowance history. Therefore, you should continue to provide this information as if she were still an active scheme member. However, you do not need to submit a pay history record, as she is no longer contributing to the scheme or accruing pensionable earnings.

Detailed scenario – Opting out within 3 months before CARE year end is "closed"

Suppose Sara enrolled in the pension scheme in March 2025 but chose to opt out in May 2025, before the CARE (Career Average Revalued Earnings) year-end process was completed. She contributed £60 in March and £75 in April. The increase in April's contribution reflects a pay award effective from 1st April 2025.

How should the pay history be interfaced in the May submission to accurately reflect Sara's decision to opt out?

Before addressing the changes required due to Sara's opt-out, let's first review how her pay history was interfaced prior to her opting out of the scheme.

March 2025

The pay history for March 2025, as shown on the interface, would appear as follows—assuming Sara did not make any Additional Voluntary Contributions (AVCs) or enter into an EPA (Early Payment of Benefits) contract:

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	ABCS00000123	01/04/2024	1	31/03/2025	ESUK	FDCR	A	CSO	60.00	1194.92

Please note that although Sara's actual employment start date is 01/03/2025, the pay history interface displays a start date of 01/04/2024. This is because the start date on the pay history always defaults to the beginning of the scheme year, which is 1st April.

April 2025

In April, Sara's pay history monetary values reset and begin accumulating from zero, marking the start of the new scheme year. The pay history for April will appear as follows:

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	ABCS00000123	01/04/2025	1	30/04/2025	ESUK	FDCR	A	CSO	75.00	1362.39

Note: That the start date reflects the beginning of the new scheme year. Both contributions and pensionable earnings have reset to zero, as is standard practice at the start of each scheme year.

# Optants Out

Sara received a pay increase, and her updated salary was reflected in the April interface submission:

B	C	D	E	F	G	L
NI Number	Alt Key	Salary Start Date	Employer	Paypoint	Notional Pay	Actual Pay
XX000000X	ABCS00000123	01/04/2025	ESUK	FDCR	17427.71	17427.71

Please note that it is not necessary to submit a salary record with an end date for the previous salary. The new salary record will automatically supersede the earlier entry. An end date is only required when a member leaves employment.

## May 2025

In the May 2025 interface, Sara opts out of the pension scheme within three months of joining. A new service history record must be submitted to Capita, indicating that Sara opted out effective from her first day of employment.

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	ABCS00000123	01/03/2025	00			CSO	N	AO	ESUK

This updated service history will overwrite the original new joiner record previously submitted with a start code of 'N'. There is no need to include an end date, as Sara remains employed and has not accessed any retirement benefits. An end date is only required when a member leaves employment or begins receiving pension benefits.

## Pay Histories

Sara has had two pay history records submitted to Capita, both containing contributions and pensionable earnings. The first relates to the April 2024 – March 2025 scheme year and includes one month of data. The second covers one month of contributions and earnings for the April 2025 scheme year.

As Sara opted out of the scheme within three months of joining, she is treated as though she was never a member. In such cases, the employer is responsible for refunding any employee contributions deducted during that period.

The May 2025 interface should display two pay history records, both indicating that no contributions were made in either scheme year.

How will these values look on the interface in May 2025?

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	ABCS00000123	01/04/2024	1	31/03/2025	ESUK	FDCR	A	CSO	0.00	0.00
XX000000X	ABCS00000123	01/04/2025	1	31/05/2025	ESUK	FDCR	A	CSO	0.00	0.00

You can see that two pay history records have been interfaced. These will override the previously submitted contributions and earnings, effectively cancelling them.

If you're unable to submit a zero-value pay history for the previous year through the interface, you may instead email the relevant details to your interface analyst, who will assist you further.

This process will notify Capita that the member has received a refund from the employer, and that no further liability remains with the pension scheme.

Note the following about the pay history records:

- The first record uses the scheme year end date as the End Date, rather than the payroll period end date. This is because pay history records must be capped at the scheme year end and cannot span across different pay periods.
- The second record reflects the actual payroll period end date, not the date the member opted out of the pension scheme.

**Important:** Pay history records cannot be amended once the CARE year end has been confirmed as closed. Please ensure all necessary updates are completed before closing the CARE year end.

If the End Date of the first pay history record is set to 31/05/2025, and the Start Date is 01/04/2024, it will trigger the following validation:

**Validation 10164:**

"You cannot send pay histories that span pension scheme years."

This means that:

- Pay history records must not cross over into a new pension scheme year.
- For a record starting on 01/04/2024, the latest valid End Date is 31/03/2025

**Why this matters:**

Setting an End Date of 31/05/2025 implies that the record spans two scheme years (2024/25 and 2025/26), which is not allowed. Each pay history record must be contained within a single scheme year.

Detailed scenario – Opting Out within 3 months after CARE year end has been closed

Suppose Sara joined the pension scheme in March 2024 and chose to opt out in May, after the 2024–2025 CARE year-end process had already been completed. This scenario closely mirrors Scenario B, with one key difference: in this case, the CARE year-end was closed based on your instruction, meaning the 2024–2025 pay history can no longer be amended.

Pay History Interface Guidance:

As in Scenario B, two pay history records have been interfaced to Capita for Sara, both containing contributions and earnings:

- April 2024 – March 2025 scheme year: This record includes just one month’s worth of contributions and earnings (for March 2024).
- April 2025 scheme year: This record includes one month’s earnings (for April 2024), but no contributions, as Sara opted out.

However, the employer had already closed the 2024–2025 CARE year-end, assuming no further changes would be required to members’ pay histories.

Service History Interface:

As with Scenario B, a service history must be interfaced to indicate that Sara opted out from day one of her employment.

However, she only needs one pay history to be interfaced with Capita, which will result in the cancellation of contributions and earnings for the 2025–2026 scheme year.

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	ABCS000000123	01/04/2025	1	31/05/2025	ESUK	FDCR	A	CSO	0.00	0.00

What happens to the 2024–2025 contributions and earnings if I don’t set them to zero?

If the 2024–2025 contributions and earnings are not set to zero, Capita’s administration system, Hartlink, will detect a change in the member’s service history during that scheme year. As a result, the system will treat the member as having opted out from their first day of employment. This means no award will be calculated, and no refund will be issued for the contributions and earnings recorded in the 2024–2025 pay history.



Detailed scenario – Opting out after 3 months

Suppose Sara has been an active member of the alpha pension scheme since 5th August 2024. On 1st June 2025, she decides to opt out of the scheme. She remains employed and continues to meet the eligibility criteria for scheme membership.

As Sara has been in the pension scheme for more than two years, she is not entitled to a refund of her pension contributions. Instead, her benefits will be deferred, and Capita will be responsible for calculating a deferred award.

To reflect this change, an opt-out record must be submitted in Sara’s service history. This record will indicate that she is no longer accruing pensionable benefits from the date of opt-out.

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	ABCS00000123	01/06/2025	00			CSO	N	AO	ESUK

Note that the scheme category should be set to ‘N’, indicating that the member is no longer accruing pensionable service benefits. Additionally, the member’s status should be recorded as ‘AO’, which designates an optant-out who remains employed as a permanent member of staff.

Is this the only record that needs to be submitted?

Yes, Capita only requires this single service history record to process the members opt-out from the scheme. Since the member is not leaving employment, there is no need to submit a record with end dates completed.

If another employment-related event occurs on the same day—such as a salary change—that event should also be included in the interface. However, if no other changes take place, this one service history record is sufficient.

## 5. Optants In

### Detailed scenario

After opting out of the pension scheme within her first three months of membership and receiving a refund of her contributions, Sara decides to rejoin the scheme. Under scheme rules, members are permitted to opt in only once within a twelve-month period. Sara chooses to re-enrol in the alpha scheme, which she remains eligible to join.

To process her re-entry, a service history record must be submitted showing a pensionable scheme category. Additionally, a pay history record is required, reflecting contributions and pensionable earnings for the scheme year in which she opts back in.

If no other employment events occur on Sara’s record at the time of rejoining, no further records are necessary.

For example, if Sara opts back into the scheme on 01/06/2025, how should this be reflected in the interface?

### Service History

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	ABCS00000123	A combination of the Paypoint code and the member’s payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/06/2025	The date of opting into the scheme
Start Code	STARTCDE	OI	Start code of “Optant In”
Scheme	SCHEME	CSO	CSO indicates the alpha scheme
Scheme Category	SCHCAT	A	‘A’ indicates alpha pensionable service. Previously, Sara’s service history would have shown a scheme category of ‘N’ to reflect her opt-out status. Upon opting back in, this changes to ‘A’ to indicate that she is once again accruing pensionable service in the alpha scheme.
Status	SVSTAT	A	The value ‘A’ in this field indicates that the member is a permanent employee. This designation should be used even if the member is part-time. Previously, Sara’s service history would have shown a status of ‘AO’, indicating that she had opted out of the pension scheme but remained employed as a permanent member of staff.
Employer Code	EMPLYR	ESUK	The employer code is the unique identifier assigned by Capita to each participating employer.
End Date	ENDDTE	blank	An end date is required to accurately reflect the conclusion of a member’s service or status
End Reason	SVRSN	blank	An end reason is required to explain why a member’s service or status ended

Pay History

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	ABCS00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/04/2025	This field should reflect the start of the scheme year in which Sara opts back into the pension scheme. Since she opts in during June 2025, the scheme year start date should be recorded as 01/04/2025.
Service Period Number	SVPRDNO	2	Note that the service period has been incremented to ensure the new record does not overwrite the existing pay history for the scheme year. This allows both the opt-out and opt-in records to be retained accurately within the member's history.
End Date	ENDDTE	30/06/2025	The 'last day of the pay period' refers to the final day of the month for which the member is being paid, or the last day of service if the member leaves during that period. Since we are recording Sara's opt-in during June, this field should reflect the last day of June—30/06/2025.
Employer	EMPLYR	ESUK	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	FDCR	Four-character code as advised by Capita
National Insurance Category	NICAT	A	National Insurance (NI) category code. For a full list of valid NI categories and their descriptions, please refer to HMRC guidance.
Scheme	SCHEME	CSO	CSO is the alpha scheme
Scheme Contributions	SCHCNT	75	This field should reflect the total scheme contributions paid by the member during the current scheme year. Since Sara was refunded her earlier contributions after opting out and has only made one month's contribution since opting back in, only that single month's contribution should be recorded for the 2025/2026 scheme year.
Earnings	EARN	1462.84	This field should reflect the total pensionable earnings for the current scheme year. Since Sara received a refund of her previous contributions after opting out, her pensionable earnings reset to zero. Therefore, only the earnings from the month she opted back in—June 2025—should be included.

How would this look in a manual spreadsheet interface?

The service history would look like this:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	ABCS00000123	01/06/2025	OI			CSO	A	A	ESUK

Please note that the Opt In Start Reason marked as 'OI' will override the previous service history entry labeled 'OO' (Opted Out). There is no need to include an End Date for the opt-out record.

The Pay history would look like this:

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	ABCS00000123	01/04/2025	2	30/06/2025	ESUK	FDCR	A	CSO	81.00	1564.72

Please note that scheme contributions and earnings have been reset to zero and do not reflect any amounts from previously processed contributions or earnings.

The Period Number has been incremented to '2' in Sara’s Pay History record upon her return to pensionable service. This ensures that the previous pay history for the same scheme year—when Sara was in the scheme for less than three months—is preserved and not overwritten. You only need to report a Period Number of '2' for the remainder of the scheme year, and only if a prior pay history exists for that year. If Sara re-joins the scheme in a new scheme year, the Period Number should be reset to '1'.

What validation rules are triggered if I attempt to opt Sara into the scheme more than once within a twelve-month period?

10075 validation

Once Sara opts back into the scheme, her data should be interfaced in the same manner as for any other active member. Each month, her pay history should increment to reflect increasing contributions and earnings. At the start of the next pension scheme year, these values reset to zero, and the Service Period Number reverts to 1.

## 6. Dual Appointments

### Detailed scenario

Dual appointments refer to members who are employed by more than one employer simultaneously. When a member contributes to a pension scheme through each employer, data is received from multiple interfaces.

For example, Sean holds dual roles: he works as a Data Analyst for the Home Office and as a Business Analyst for the Cabinet Office. He began his employment with the Home Office on 12 August 2021, and his details were interfaced in accordance with the New Joiner process. All five mandatory records were submitted—Basic, Service History, Salary History, Address, and Pay History.

Additionally, a Part-Time Hours History record was included, as Sean works 16 out of a possible 37 hours per week. The fields in the part-time record are populated as follows:

### Part Time Hours

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	ABCS00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	12/08/2021	This is the date the part-time service period began. However, if this date falls before the member's entry into the pension scheme, you must report the start date as the member's scheme joining date, not the actual start date of the part-time service.
End Date	ENDDTE	Leave blank	This field should only be populated when the member leaves employment or transitions from part-time to full-time status. If the member opts out of the pension scheme but remains employed, the end date should not be entered.
Employer	EMPLYR	HOFF	
Part Time hours	PTHRS	16	The number of hours the member is contracted to work each week, as specified in their employment contract.
Full Time Hours	FTHRS	37	The number of hours a full-time employee in the equivalent role would be contracted to work per week.

# Dual Appointments

Sean's Salary History is shown below, highlighting the difference between his Notional Pay (full-time equivalent salary) and his Actual Pay, which reflects his part-time working arrangement.

## Salary History

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	ABCS00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	12/08/2021	Note that the salary effective date aligns with the start date of the service history*
Employer	EMPLYR	HOFF	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	MTS1	
Notional Pay	NOTPAY	32000	Notional Pay refers to the full-time equivalent annual salary and should exclude any allowances or bonus payments.
Actual Pay	ACTPAY	12800	This refers to the member's part-time salary and should exclude any allowances or bonus payments.
Reduced Actual Pay	RACTPAY	0	Applicable only to members currently on parental leave.

After working for eight months, Sean accepts a second part-time position effective from 14 April 2022. He informs his new employer that he is already employed by a Civil Service organisation. As part of the onboarding process, the new employer must interface the five mandatory records—Basic, Service History, Salary History, Address, and Pay History—along with a Part-Time Hours History record.

In this second role, Sean works 10 hours per week and receives a different full-time equivalent salary of £28,000.

Importantly, the new employer must populate the 'Multiple Appointment' field on the BASIC record with a 'Y' to indicate that Sean holds more than one Civil Service appointment.

# Dual Appointments

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	H	I	J	K	P	Q	Z
NI Number	Alt Key	Surname	Name1	Title	Sex	Marital Status	Date of Birth	Employer	Paypoint	Multiple Appt Ind
XX000000X	CABS00000123	Hughes	Sean	Mr	M	S	03/09/1986	CAB	SSC7	Y

You'll notice that the 'Multiple Appt Ind' field has been set to 'Y'. This flag informs Capita that the two employment records are linked and pertain to the same individual.

Below is Sean's Part-Time Hours History record for his second appointment:

Sean's Part time record is shown below:

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	CABS00000123	The combination of the Paypoint Code and the employer's payroll number forms a unique identifier for each employment record. Note that Sean's 'altkey' with his second employer differs from the one used by his first employer, as the records are submitted from two separate payroll systems.
Start Date	STARTDTE	14/04/2022	This is the date the part-time service period began. However, if this date falls before the member's entry into the pension scheme, you must report the start date as the member's scheme joining date, not the actual start date of the part-time service.
End Date	ENDDTE	Leave blank	This field should only be populated when the member leaves employment or transitions from part-time to full-time status. If the member opts out of the pension scheme but remains employed, the end date should not be entered.
Employer	EMPLYR	CAB	The employer code is the unique identifier assigned by Capita to each participating employer.
Part Time hours	PTHRS	10	The number of hours the member is contracted to work each week, as specified in their employment contract.
Full Time Hours	FTHRS	37	The number of hours a full-time employee in the equivalent role would be contracted to work per week.

# Dual Appointments

## Salary History

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	CABS00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	14/04/2022	Note that the salary effective date aligns with the start date of the service history*
Employer	EMPLYR	CAB	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	SSC7	
Notional Pay	NOTPAY	28000	Notional Pay refers to the full-time equivalent annual salary and should exclude any allowances or bonus payments.
Actual Pay	ACTPAY	7000	This refers to the member's part-time salary and should exclude any allowances or bonus payments.
Reduced Actual Pay	RACTPAY	0	Applicable only to members currently on parental leave.

Each month Sean will have two distinct pay history records added to his membership record – one from each employer. They will both accrue pensionable benefits in alpha, using the two distinct earnings figures on each pay history.

### What happens if I don't include an altkey in my interface records?

If two records in Hartlink share the same National Insurance number, the system will attempt to match them using an altkey. If a matching altkey is found, the data will be updated accordingly. However, without an altkey, Hartlink cannot uniquely identify the correct record, and the data will be rejected. To avoid this, it is essential that all records include an altkey.

## Summary

### Multiple Roles and Altkey Requirements for Pension Scheme Members

- Members performing multiple roles must be flagged with the Multiple Appointment Indicator set to "Y".
- Each record must include an altkey, formed by combining the 4-character paypoint code (as advised by Capita) and the member's unique payroll number from the employer's payroll system.
  - Missing altkeys will result in rejected records, so an altkey must be included in every interface record.
- Members with multiple roles should be recorded as part-time.
  - Part-time salary history must show a Notional Pay (full-time equivalent salary) and an Actual Pay (part-time salary), which will differ.



## 7. Partial Retirement

### Detailed scenario – Initial partial retirement

Partial retirement allows a member to take a portion of their pension benefits, with the proportion chosen by the member. To qualify, the member must reduce their salary by more than 20%, either by working fewer hours or moving to a lower-paid role.

Since members continue to accrue pensionable benefits after partial retirement, it is essential that data is correctly interfaced to avoid terminating future accrual.

**Example:** John, a member of the alpha scheme, chooses to partially retire at age 55, taking 50% of his accrued pension benefits. His partial retirement date is 11/12/2025, and his benefits are crystallised based on service up to 10/12/2025. From 11/12/2025, John becomes a partial retiree and reduces his working hours to 18.5 hours per week, which is 50% of a standard 37-hour week. As a result, he is now recorded as a part-time member.

### Which records need to be interfaced, and what are the correct requirements for populating them?

To reflect John’s partial retirement, a new service history record must be created to supersede the existing one. Since his working circumstances have changed, the start code “C” (Change of Circumstances) should be used.

### Service History

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	HOCS00000123	A combination of the Paypoint code and the member’s payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	11/12/2025	John’s partial retirement effective date marks the point at which both his salary and hours history records must be updated to reflect the change
Start Code	STARTCDE	C	Start code of “Change of Circumstance”
Scheme	SCHEME	CSO	CSO indicates the alpha scheme
Scheme Category	SCHCAT	A	‘A’ indicates that the member is enrolled in the alpha section of the scheme. This field identifies the specific scheme section the member currently belongs to.
Status	SVSTAT	A	The code ‘A’ signifies that the member holds permanent employment status.
Employer Code	EMPLYR	HOC	The employer code is the unique identifier assigned by Capita to each participating employer.
End Date	ENDDTE	blank	An end date is required to accurately reflect the conclusion of a member’s service or status
End Reason	SVRSN	blank	An end reason is required to explain why a member’s service or status ended

# Partial Retirement

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	HOCS00000123	11/12/2025	C			CSO	A	A	HOC

We have also noted that John will be transitioning to part-time work. Following the effective date of his partial retirement, he will accrue pensionable benefits at 50% of his standard full-time rate, in line with his reduced working hours.

To ensure accurate pension calculations, we require a detailed history of his part-time hours to reflect the reduction, as well as a corresponding salary history showing his updated “Actual Pay.”

John's part time hours history will look like this:

## Part Time Hours

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	HOCS00000123	The combination of the Paypoint Code and the employer's payroll number forms a unique identifier for each employment record.
Start Date	STARTDTE	11/12/2025	Start date of part-time service.
End Date	ENDDTE	Leave blank	This is only applicable when the member terminates employment or transitions from part-time to full-time status.
Employer	EMPLYR	HOC	The employer code is the unique identifier assigned by Capita to each participating employer.
Part Time hours	PTHRS	18.5	The member's new part-time hours
Full Time Hours	FTHRS	37	The number of hours a full-time employee in the equivalent role would be contracted to work per week.

# Partial Retirement

John's new salary record is also shown:

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	HOCS00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	11/12/2025	Date on which the new salary takes effect
Employer	EMPLYR	HOC	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	MTHC	
Notional Pay	NOTPAY	42000	Notional Pay refers to the full-time equivalent annual salary and should exclude any allowances or bonus payments.
Actual Pay	ACTPAY	21000	This refers to the member's part-time salary and should exclude any allowances or bonus payments.
Reduced Actual Pay	RACTPAY	0	Applicable only to members currently on parental leave.

Please note that the start date for all three records is identical, as they all take effect on the same date.

### Does Capita provide a warning if one or more of the three records are missing from the interface?

No, Capita will not issue a warning if data is not submitted. It is your responsibility to ensure that the correct data is provided at the appropriate time. As such, we will not notify you of missing submissions. Please ensure your internal processes are robust and capable of delivering accurate and timely data.

### In the event of a member's partial retirement, should the pay history, contributions, and earnings be reset to zero?

Yes, you must increment the Service Period Number in the pay history record to '2' and reset the contributions and earnings. This will generate a second pay history record, which will be used to calculate benefits following the partial retirement event.

If there are any changes to Added Pension or Added Years contributions as a result of the partial retirement, Capita will notify you of the adjustments. These revised contribution levels must then be accurately reflected in the monthly interface.

# 8. Re-employed Pensioner

## Detailed scenario

A re-employed pensioner is an individual who returns to employment after having fully and finally retired. Prior to rejoining, their status is recorded as “Pensioner.”

### Example: Bryan

Bryan previously crystallised his pension and has held pensioner status for two years. On 01/06/2025, he returns to work in a role that qualifies him to rejoin the Civil Service Pension Scheme. His employer has assessed his eligibility and confirmed that he can rejoin under the alpha scheme.

Bryan:

- Is not in receipt of any pensionable allowances.
- Works 10 hours per week out of a possible 37, classifying him as a part-time employee.

To correctly process Bryan’s re-employment, the employer submits the five mandatory records required for a new joiner:

- **Basic**
- **Address**
- **Service**
- **Salary**
- **Pay History**

Additionally, an Hours History record is submitted to reflect his part-time working pattern.

**Bryan hasn’t changed his address since his previous period of service in the Civil Service Pension Scheme. In this case, is it still necessary to interface the Address record?**

Yes, you must interface the Address record.

Even if the member’s address has not changed since their previous service, failing to include the Address record will result in validation **10202**, which indicates that a new joiner has been submitted without a valid address. As the Address record is one of the mandatory new joiner records, the absence of this data will cause all associated member records to be rejected.

# Re-employed Pensioner

Bryan's service history would look like this:

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	NAOS00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/06/2025	The start date of Bryan's new period of reckonable service under the alpha pension scheme.
Start Code	STARTCDE	N	'N' indicates that Bryan is a new joiner. Although he has previous reckonable service, his re-employment is treated as a new joining event.
Scheme	SCHEME	CSO	CSO indicates the alpha scheme
Scheme Category	SCHCAT	A	'A' indicates that the member is enrolled in the alpha section of the scheme. This field identifies the specific scheme section the member currently belongs to.
Status	SVSTAT	A	The code 'A' signifies that the member holds permanent employment status.
Employer Code	EMPLYR	NAO	The employer code is the unique identifier assigned by Capita to each participating employer.
End Date	ENDDTE	blank	An end date is required to accurately reflect the conclusion of a member's service or status
End Reason	SVRSN	blank	An end reason is required to explain why a member's service or status ended

## Summary

A re-engaged pensioner is processed through the interface in the same manner as a new joiner, regardless of any previous reckonable service.

# 9. Pay History

## Understanding the Pay History Record

In this section, we will examine the fields within the Pay History record—specifically, when each field should be populated and when it should be left blank. Our primary focus will be on the EARNINGS field, which plays a critical role in the accurate calculation of alpha scheme benefits.

## Purpose of the Pay History Record

The Pay History record provides Capita with a summary of a member’s contributions and pensionable earnings over a defined one-year period. It includes all types of contributions a member may make to the Civil Service Pension Scheme, such as:

- **Additional Voluntary Contributions (AVCs)**
- **Effective Pension Age (EPA) contributions**
- **Standard scheme contributions**

## Scheme Year Limitation

Each Pay History record must cover no more than one scheme year. For example, if the start date is 01/04/2024, the end date must not go beyond 31/03/2025. This ensures that the data aligns with the scheme’s annual reporting and benefit calculation cycles.

## Importance of Accurate Data

The fields within the Pay History record are used to calculate a member’s pension benefits. Therefore, it is essential that all values—especially in the EARNINGS field—are accurate and complete. Incorrect or missing data can result in:

- **Underpayment or overpayment of pension benefits**
- **Delays in benefit processing**
- **Rejection of records during interface submission**

To avoid these issues, we will highlight common errors and best practices for populating the EARNINGS field correctly in the following sections.

## What validation error will be triggered if the start and end dates in the Pay History record span a period longer than one scheme year?

30063: To resolve this validation error, ensure that the end date is always within one year of the start date. The end date must correspond to either the last day of the pay period being interfaced or, if the member exits the scheme during that period, the date they leave the scheme.

## What validation error is triggered if the pay history start date does not fall on 01/04?

10146: To resolve this validation error, ensure that the pay history start date is set to 01/04. You must also interface a deletion record for the pay history entry with the incorrect start date.

If your payroll system does not support sending deletion records, please notify your interface analyst, who can perform the necessary corrective actions.

Failure to address this may result in duplicate pay history records for the member, potentially leading to duplicated benefits. This can cause issues during crystallisation events and may result in inaccurate benefit statements, negatively impacting the member experience. Prompt resolution is therefore essential.

## Is it necessary to submit regular monthly pay history for a member who has opted out of the pension scheme?

No, you do not need to submit regular monthly pay history for a member who has opted out of the pension scheme and is no longer making pension or partnership contributions.

- If the member opts out within three months, you must submit a final pay history record showing zero earnings and contributions. Refer to the section on *Optants Out* for more details.
- If the member opts out after three months, you must provide the final month's pay history during which they were still in the scheme. This ensures Capita can either issue the correct refund or accurately calculate deferred benefits.

All contributions and earnings recorded here are cumulative. This means you should report 'year-to-date' values each month, rather than individual monthly figures. Contributions—and earnings for Alpha members—will grow each month as additional pay periods are processed.

# Pay History

## Detailed scenario

Gavin joined the alpha pension scheme on 1 August 2024. He earns £1,000 per month in pensionable earnings and contributes £46 per month in regular scheme contributions. In addition, Gavin makes a “member only” Added Pension AVC (Additional Voluntary Contribution) of £37 per month under the alpha scheme. He also receives a non-pensionable allowance of £100 per month.

Gavin’s earnings and contribution details for his first month would be as follows

B	C	D	E	F	G	H	I	N	S	V	X
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings	Added Pension AVC (Member Only)
XX000000X	FDCR00000123	01/04/2024	1	31/08/2024	ESUK	FDCR	A	CSO	46.00	1000.00	37.00

The start date is set as 1 April 2024, in line with the rule that scheme membership always begins on 1 April. The end date corresponds to the final day of the relevant pay period. Since Gavin joins in August 2024, the end date for this period is 31 August 2024.

**Why is the £100 non-pensionable allowance not included in the 'Earnings' field? Shouldn't this field reflect all income, or is it limited to pensionable earnings only?**

Non-pensionable pay elements must not be submitted to Capita. Only pensionable pay components should be included in the interface. The 'Earnings' field is used to calculate members' pension benefits, so including non-pensionable elements would inaccurately inflate those benefits.

In September 2024, Gavin maintains his regular working pattern and continues to earn the same amount in pensionable earnings. His pay history interface for September will appear as follows:

B	C	D	E	F	G	H	I	N	S	V	X
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings	Added Pension AVC (Member Only)
XX000000X	FDCR00000123	01/04/2024	1	30/09/2024	ESUK	FDCR	A	CSO	92.00	2000.00	74.00

### Key Points to Note:

- The period number has not incremented — further details on period numbering are provided below.
- The end date has been updated to reflect the final day of the next pay period.
- Scheme contributions, pensionable earnings, and Added Pension values have doubled — this is because the figures represent cumulative totals from the scheme start date (1 April 2024) to the current end date (30 September 2024).



# Pay History

From 1st October, Gavin will adopt a new working pattern, reducing his hours to 50% of his previous schedule. As a result, his monthly earnings will decrease to £500, and his contributions will be adjusted accordingly.

B	C	D	E	F	G	H	I	N	S	V	X
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings	Added Pension AVC (Member Only)
XX000000X	FDCR00000123	01/04/2024	1	31/10/2024	ESUK	FDCR	A	CSO	115.00	2500.00	92.50

## Key Points to Note:

- The end date has been updated to the final day of the October 2024 pay period.
- Gavin’s earnings and contributions have increased; however, the increase is proportionate to the adjustment in his working hours.

Suppose Gavin leaves the Civil Service at the end of October 2024. He then works for another employer for five months before rejoining the Civil Service on 1 February 2025, returning to the same employer and within the same scheme year.

Upon rejoining, Gavin resumes work on the same terms and conditions as before, including part-time hours. He also continues contributing to his alpha Added Pension AVC, just as he did prior to his departure.

## Gavin's Pay History will look like this:

B	C	D	E	F	G	H	I	N	S	V	X
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings	Added Pension AVC (Member Only)
XX000000X	FDCR00000321	01/04/2024	1	28/02/2025	ESUK	FDCR	A	CSO	23.00	500.00	18.50

## Key Points to Note:

- Gavin has returned to the same employer within the same scheme year in which he left (2024–2025). As a result, his period number must increment to 2 for the remainder of that scheme year. When the new scheme year begins on 1 April 2025, the period number will reset to 1.
- Contributions and pensionable earnings do not carry over from Gavin’s previous period of employment. Instead, they restart from zero upon rejoining. For February 2025, only one month’s worth of contributions and earnings will be recorded. These will continue to accumulate from March onward but will only reflect the second period of pensionable employment.
- The start date remains 01/04/2024, as it reflects the beginning of the 2024–2025 scheme year. This is consistent with how contributions and earnings are tracked, even though Gavin’s second period of employment began in February 2025.
- The period number is a key field in the pay history. Since the new period number (2) differs from the original (1), a new pay history record will be created for the 2024–2025 scheme year. This ensures the original record is preserved and not overwritten.

## **What are the consequences of failing to increment the period number when an employee re-enters service within the same scheme year?**

If the period number is not correctly incremented to 2, the existing pay history record from the previous service period will be overwritten. This may trigger queries from the Capita data team, resulting in additional work for you. Moreover, it could negatively affect member benefits—particularly for those in the alpha section of the scheme and members eligible for a refund.

## **As a payroll administrator managing multiple employers under a single paypoint code, I have a member who is transferring to a different employer code while remaining under the same paypoint. How should I interface the pay history to ensure that the records from the first employer are not overwritten?**

- Employer code is a key field in the pay history interface. If you submit a record with the same start date, period number, paypoint, and scheme, it will overwrite any existing pay history entry.
- When a member moves to a new employer code but remains under the same paypoint code, you must increment the Service Period Number. This ensures that the new record is treated as a separate period of service and prevents the member's existing contributions and earnings from being overwritten.
- However, if the pay history for the new employer code includes cumulative contributions and earnings from the previous employer, you must not increment the Service Period Number. Doing so would create a new pay history record, resulting in duplicate contributions and earnings, which could lead to incorrect benefit calculations for the member.

Below are the fields included in the pay history, along with guidance on when each should be populated:

Contents	Field	Example Value	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	<ul style="list-style-type: none"><li>This field should always be left blank, as it is not intended for employer use.</li></ul>
Member's National Insurance Number	NINO	XX123456X	<ul style="list-style-type: none"><li>This is the primary identifier used to match pay history records on the interface with member records in Hartlink.</li><li>It is a mandatory field.</li><li>Failure to populate this field will result in the pay history being rejected.</li></ul>
Group & Staff Number combined	ALTKEY	FDCR00001122	<ul style="list-style-type: none"><li>This is a secondary identifier used to match pay history records on the interface with member records in Hartlink.</li><li>It must be used in conjunction with the National Insurance Number (NINO) to uniquely identify a member.</li><li>This field is a concatenation of the Paypoint code and the employer's payroll number, which together ensure uniqueness.</li><li>It is critical that this field is included in the interface to prevent pay history records from being assigned to the wrong member due to a typographical error in the NINO.</li><li>Failure to include the full four-character Paypoint code as a prefix may result in data being loaded to an incorrect record.</li></ul>
Start Date	STARTDTE	01/04/2025	<ul style="list-style-type: none"><li>This field represents the first day of the scheme year in which contributions and earnings are paid.</li><li>The date must always be entered as 01/04, regardless of the member's actual join date.</li></ul>
Period Number	SVPRDNO	1	<ul style="list-style-type: none"><li>The period number is typically set to 1 for each pay history record. However, there are exceptions—such as when a member leaves employment and rejoins the same employer within the same scheme year. Other scenarios where the period number may differ include partial retirement mid-year, opting out and rejoining the scheme within the same year, or joining a new employer within the same paypoint.</li><li>A common mistake is to assume the period number increases monthly throughout the scheme year. This is incorrect. If a member rejoins within the same scheme year, the period number should be set to 2 and remain so until the new scheme year begins, at which point it must be reset to 1.</li><li>When a member rejoins and the period number is incremented to 2, all contribution and earnings fields must be reset to zero. These values should not be carried over from the previous period of service, as that service will have been crystallised. Therefore, the new period must start with fresh values.</li></ul>

# Pay History

Below are the fields included in the pay history, along with guidance on when each should be populated:

Contents	Field	Example Value	Description
End Date	ENDDTE	30/04/2025	<ul style="list-style-type: none"><li>This field should contain the earlier of either the pay period end date or the member's date of leaving, if applicable.</li><li>If a member leaves employment partway through the month, use their actual leaving date. For members still in employment, the end date must be the last day of the month. Note that this date does not need to match the actual pay date. Instead, it should represent a full calendar month of pensionable earnings and contributions.</li><li>Importantly, the end date must not exceed one year from the start date. For example, if the start date is 01/04/XXXX, the end date must not be later than 31/03/XXXX+1.</li></ul>
Employer Code	EMPLYR	ESUK	<ul style="list-style-type: none"><li>This is a unique employer code assigned by Capita.</li><li>Multiple employer codes can be included within a single interface submission—for example, when a payroll provider processes payments for several employers within the same organisation.</li></ul>
Paypoint Code	PAYPNT	FDCR	<ul style="list-style-type: none"><li>This is a unique paypoint code assigned by Capita.</li><li>Each interface submission must include only one paypoint code; multiple paypoint codes are not permitted in either regular monthly interfaces or manual spreadsheet submissions.</li><li>The paypoint code identifies the payroll function or department responsible for generating and submitting the interface to Capita.</li><li>This field must always be exactly four characters long and should be prefixed to the member's payroll number to create a unique 'altkey'.</li></ul>
National Insurance Category	NICAT	A	<ul style="list-style-type: none"><li>National Insurance (NI) category code. For a full list of valid NI categories and their descriptions, please refer to HMRC guidance.</li></ul>
Added Years Contributions	AYAVC	500	<ul style="list-style-type: none"><li>This field captures cumulative (year-to-date) Added Years AVC contributions and should only be completed for members with an active Added Years AVC contract.</li><li>New contracts are no longer available under any section of the scheme; only existing contracts may continue.</li><li>These contracts were historically available to members of the Classic, Classic Plus, and Premium schemes.</li><li>While new contracts cannot be opened, members who migrated to the alpha scheme may continue contributing if their contract was established prior to migration.</li><li>If a member transfers from another Civil Service department, they may bring their contract with them. In such cases, you must liaise with the ceding employer to confirm the contribution history. Capita will issue a 10166 warning if a contract is believed to exist but no Added Years contributions are interfaced.</li><li>This field must not include AVC lump sum payments.</li></ul>

Below are the fields included in the pay history, along with guidance on when each should be populated:

Contents	Field	Example Value	Description
Added Years AVC Family Benefits	AYFBAVC	600	<ul style="list-style-type: none"><li>• This field captures cumulative (year-to-date) contributions for Added Years Family Benefit AVCs and should only be completed for members with an active contract of this type.</li><li>• Unlike standard Added Years AVCs, this option provides an additional benefit: in the event of the member's death, the benefits transfer to the nominated beneficiary.</li><li>• New contracts are no longer available; only existing contracts may continue. These were only available to members of the Classic, Classic Plus, and Premium schemes.</li><li>• Members who have migrated to the alpha scheme may continue contributing if the contract was established prior to migration.</li><li>• If a member transfers from another Civil Service department, they may bring this contract with them. In such cases, you must coordinate with the ceding employer to confirm the member's contribution history. Capita will issue a <b>10166</b> warning if a contract is believed to exist, but no contributions are interfaced.</li><li>• This field must not include AVC lump sum payments.</li></ul>
Added Pension AVC Contributions (Member and Spouse/Partner terms) for PCS Scheme	APAVC	300	<ul style="list-style-type: none"><li>• This field captures cumulative (year-to-date) contributions for Added Pension contracts taken out while the member was in a PCS section of the scheme.</li><li>• It is not available to alpha members. However, members who migrated from Classic, Classic Plus, or Premium into the alpha scheme may continue contributing if the contract was established prior to migration.</li><li>• If a member transfers from another Civil Service department, they may bring this contract with them. In such cases, you must coordinate with the ceding employer to confirm the member's contribution history. Capita will issue a <b>10169</b> warning if a contract is believed to exist, but no Added Pension contributions are interfaced.</li><li>• This field must not include Added Pension lump sum payments.</li></ul>
Added Pension AVC Contributions (Member only terms) for PCS Scheme	APAVCM	350	<ul style="list-style-type: none"><li>• This field captures cumulative (year-to-date) contributions for Added Pension contracts taken out while the member was in a PCS section of the scheme.</li><li>• It is not available to alpha members. However, members who migrated from Nuvos into the alpha scheme may continue contributing if the contract was established prior to migration.</li><li>• If a member transfers from another Civil Service department, they may bring this contract with them. In such cases, you must coordinate with the ceding employer to confirm the member's contribution history. Capita will issue a <b>10169</b> warning if a contract is believed to exist, but no Added Pension contributions are interfaced.</li><li>• This field must not include Added Pension lump sum payments.</li></ul>

# Pay History

Below are the fields included in the pay history, along with guidance on when each should be populated:

Contents	Field	Example Value	Description
Added Pension AVC Contributions (Member and Spouse/Partner terms) for alpha Scheme	APAVC2	400	<ul style="list-style-type: none"><li>This field captures cumulative (year-to-date) contributions for Added Pension contracts established under the alpha scheme.</li><li>These contracts provide additional death benefits to a spouse or partner in the event of the member's death.</li><li>This field must not include Added Pension lump sum payments.</li></ul>
Added Pension AVC Contributions (Member only terms) for alpha Scheme	APAVCM2	450	<ul style="list-style-type: none"><li>This field captures cumulative (year-to-date) contributions for Added Pension contracts established under the alpha scheme.</li><li>These contracts do not provide additional death benefits; only the member benefits from this arrangement.</li><li>This field must not include Added Pension lump sum payments.</li></ul>
Money Purchase Contributions	MPAVC	1000	<ul style="list-style-type: none"><li>This field captures cumulative (year-to-date) contributions for Money Purchase AVCs.</li><li>It should only be completed for members who have elected to participate in a Money Purchase AVC arrangement.</li></ul>
Scheme	SCHEME	CSO	<ul style="list-style-type: none"><li>Only 'PCS' or 'CSO' are valid scheme options. 'N' is no longer accepted.</li><li>CSO refers to the alpha scheme, while PCS refers to the Partnership scheme.</li><li>The scheme recorded in the Pay History must align with the scheme in other records. For example, if the Service History shows PCS but the Pay History shows CSO, Capita will flag this as a validation error. This inconsistency may also trigger additional queries during crystallisation events.</li><li>Members in the Partnership scheme will always have their scheme recorded as PCS, even if they previously transitioned from the alpha scheme (CSO).</li></ul>
Scheme Contributions	SCHCNT	200	<ul style="list-style-type: none"><li>This field captures cumulative (year-to-date) regular monthly contributions paid by members.</li><li>It should not be completed for partnership members.</li><li>Values entered here must be exclusive and must not duplicate amounts reported in any AVC or EPA contribution fields.</li></ul>
Pensionable Earnings	EARNINGS	1000	<ul style="list-style-type: none"><li>This field captures pensionable earnings accrued during the scheme year.</li><li>It is mandatory for alpha members and must not be populated for members in other sections of the scheme.</li><li>The value is used to calculate one full scheme years' worth of pensionable benefit.</li><li>This field must not contain negative values.</li></ul>
Recurring payment EPA AVC Contributions	EPAAVC	100	<ul style="list-style-type: none"><li>This field captures cumulative (year-to-date) EPA (Effective Pension Age) contributions paid by members.</li><li>It is only applicable to alpha members, as EPA contracts are not available to members in other sections of the scheme.</li><li>Only members with an active EPA contract should have a value populated in this field.</li></ul>

Below are the fields included in the pay history, along with guidance on when each should be populated:

Contents	Field	Example Value	Description
EPA Employee Contribution Percentage	EPEECONT	5.4	<ul style="list-style-type: none"><li>This field captures the percentage paid by the member for their EPA (Effective Pension Age) contract.</li><li>The percentage is provided by Capita during the EPA application process and must fall between 0.01% and 100%. It is a static, non-cumulative value that remains consistent throughout the scheme year. For example, if Capita advises a rate of 5.4%, this same percentage must be reported each month.</li><li>If a member leaves and rejoins the scheme within the same year, they may be assigned a different percentage upon rejoining—Capita will confirm if this applies.</li><li>Only members with an active EPA contract should have a value in this field.</li><li>This field is only applicable to alpha members.</li></ul>
Employee Contributions (Partnership)	DCEECONT		<ul style="list-style-type: none"><li>This field captures cumulative employee contributions made under the partnership section of the scheme.</li><li>It should only be populated for members who are in the partnership section and have elected to make employee contributions. Because this field relates specifically to partnership, the scheme field must be set to 'PCS' when it is populated.</li><li>Additionally, no alpha-related fields should be completed in these cases.</li></ul>
Employer Contributions (Partnership)	DCERCONT		<ul style="list-style-type: none"><li>This field captures cumulative employer contributions made under the partnership section of the scheme.</li><li>It should only be populated for members who are in the partnership section. Since this field pertains specifically to partnership, the scheme field must be set to 'PCS' when it is populated.</li><li>Additionally, no alpha-related fields should be completed in these cases.</li></ul>

**When a member is placed on 'assumed pay', should I report their actual earnings or the assumed earnings in the pay history?**

Assumed pay refers to the earnings a member would have received had their absence not occurred.

In the context of alpha, Capita uses the Earnings field to calculate annual CARE (Career Average Revalued Earnings) benefits. Each year, a member accrues 2.32% of their reported earnings as pensionable benefit.

If actual (reduced) earnings are reported instead of assumed earnings, the member’s pension benefits could be negatively impacted.

Therefore, when a member is on assumed pay, you must report the *assumed earnings* in the pay history to ensure their pension benefits are calculated correctly.

**What validation message will I receive if earnings or contributions are not provided for an active member?**

There are several validation checks in place to ensure that both active members and active pensioners have corresponding earnings and contributions reported.

## What types of pay should be reported in the Earnings field?

- Include only earnings for members enrolled in the Alpha scheme.
  - The "Earnings" field must reflect all components of pensionable pay, including:
    - Pensionable salary (pro-rated for part-time members),
    - Pensionable allowances,
    - Pensionable bonuses.
  - Exclude all non-pensionable pay elements from the "Earnings" field. This includes:
    - Non-pensionable allowances,
    - Non-pensionable overtime,
    - Full-time equivalent salaries for part-time members (only actual part-time pensionable earnings should be reported).
- Note: Capita will not adjust earnings for part-time members. It is the employer's responsibility to provide the correct pro-rated figures.
- Earnings must be reported on a "when paid" basis for the "Earnings" field, not "when earned."
- Although scheme rules calculate benefits based on earnings "when earned," the "when paid" figures are adjusted accordingly. Contributions are always based on "when paid" earnings.
- For members on assumed pay, such as those on Statutory Maternity Pay (SMP), the "Earnings" field must reflect the assumed pay amount, not the actual SMP received.
- Failure to report assumed pay may significantly impact the member's pensionable benefits.

## What exactly am I confirming when I complete the year-end process? I understand that pay history is involved, but how does it factor into this confirmation?

Each year, as part of the CARE (Career Average Revalued Earnings) year-end process, pensionable benefits for members in the Nuvos and Alpha schemes are calculated. This calculation uses the value in the Earnings field and applies a fixed percentage—2.32% for Alpha.

For example, if a member has reported earnings of £10,000 at year-end, Capita will calculate their pensionable benefit for that year as:

$$£10,000 \times 2.32\% = £232$$

This example highlights the importance of accurate earnings data. If the earnings are reported incorrectly, the resulting pensionable benefit will also be incorrect.

Closing the year-end confirms to Capita that the earnings data is final and no further changes will be made. Once the year is closed, Capita can confidently calculate pensionable benefits, knowing the data will not be altered.

If you attempt to submit a pay history for a scheme year that has already been closed, Capita will reject the record with validation 10162. This safeguard ensures that previously used data for pension calculations is not overwritten.



# Pay History

## Fields at a glance

Refer to the table below for quick guidance on whether a field needs to be populated.

Scheme Section	Added Years AVC Member Only	Added Years AVC Family Benefits	Added Pension AVC Member Only	Added Pension AVC Self and Partner	Alpha Added Pension AVC Member Only	Alpha Added Pension AVC Self and Partner
Partnership	Never	Never	Never	Never	Never	Never
Alpha	Only if prior contract exists	Only if prior contract exists	Only if prior contract exists	Only if prior contract exists	If contract exists	If contract exists

Scheme Section	Scheme Contributions	DC Partnership Employee	DC Partnership Employer	EPA Contributions	EPA Contributions Percentage	Earnings
Partnership	Never	Optional (the member may choose to make additional contributions)	Always	Never	Never	Never
Alpha	Always	Never	Never	If contract exists	If contract exists	Always

## Summary

- Pay History should include up to one year’s worth of contributions and earnings data.
- It must be submitted monthly, providing updated contributions and earnings for each active member.
- No pay history is required for members during periods of unpaid absence.
- Earnings data is essential, as it is used to calculate pensionable benefits under the Alpha scheme.
- The Service Period Number is typically set to 1, except in the following cases:
  - When a member rejoins the same employer and pay point within the same scheme year after leaving. The number resets to 1 in the following year.
  - When a member joins a new employer at the same pay point mid-scheme year.
  - When a member opts out and then opts back in to the scheme within the same scheme year.

## 10. Negative Pay History Fields

Monetary values in the Pay History must never be negative. These figures represent cumulative, year-to-date amounts, starting from 1 April of the scheme year or the member’s entry date into the scheme. As cumulative values, they should increase with each pay period throughout the year. If a Pay History record contains negative values, it will be rejected by Capita, and you will be required to correct and resubmit the data.

Let’s explore a common issue Capita encounters involving negative Pay History values—and how you can prevent it.

### Detailed scenario

Let’s say Sophie joins the Alpha scheme on 15 February 2025. She does not hold any AVC (Additional Voluntary Contributions) or EPA (Effective Pension Age) contracts. Below is her Pay History for the first month of membership:

Contents	Field	Value	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	This field should always be left blank, as it is not intended for employer use.
Member's National Insurance Number	NINO	XX000000X	This is the primary identifier used to match pay history records on the interface with member records in Hartlink.
Group & Staff Number combined	ALTKEY	SSC700003344	This is a secondary identifier used to match pay history records on the interface with member records in Hartlink.
Start Date	STARTDTE	01/04/2024	This field represents the first day of the scheme year in which contributions and earnings are paid.
Period Number	SVPRDNO	1	The period number is typically set to 1 for each pay history record. However, there are exceptions—such as when a member leaves employment and rejoins the same employer within the same scheme year.
End Date	ENDDTE	28/02/2025	This field should contain the earlier of either the pay period end date or the member’s date of leaving, if applicable.
Employer Code	EMPLYR	DWP	This is a unique employer code assigned by Capita.
Paypoint Code	PAYPNT	SSC7	This is a unique paypoint code assigned by Capita.
National Insurance Category	NICAT	A	National Insurance (NI) category code. For a full list of valid NI categories and their descriptions, please refer to HMRC guidance.
Scheme	SCHEME	CSO	<ul style="list-style-type: none"><li>•Only ‘PCS’ or ‘CSO’ are valid scheme options. ‘N’ is no longer accepted.</li><li>•CSO refers to the alpha scheme, while PCS refers to the Partnership scheme.</li></ul>
Scheme Contributions	SCHCNT	35	This field captures cumulative (year-to-date) regular monthly contributions paid by members.
Pensionable Earnings	EARNINGS	1000	This field captures pensionable earnings accrued during the scheme year.

# Negative Pay History Fields

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	SSC700003344	01/04/2024	1	28/02/2025	DWP	SSC7	A	CSO	35.00	1000.00

In March 2025, Capita received a second pay history submission for Sophie.

In April 2025, the new scheme year begins, and the values in Sophie's pay history reset to zero. Since she has not received a salary increase, her pay history in the manual interface would appear as follows:

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	SSC700003344	01/04/2025	1	30/04/2025	DWP	SSC7	A	CSO	92.00	2000.00

A new pay history record will be created on Hartlink for Sophie with a start date of 01/04/2025. This will result in two separate pay history entries: one covering the 2024–2025 scheme year, and a new one beginning in April for the 2025–2026 scheme year. Although Sophie has not received a salary increase, her earnings in April are higher than those in February. As a result, her contribution rate has moved into the next percentage band.

On 6 June 2025, Sophie decides to opt out of the pension scheme without joining the Partnership section. Her employer submits an opt-out service history via the manual interface, which is recorded as follows:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	SSC700003344	06/06/2025	00			CSO	N	AO	DWP

Sophie remains employed, so her employer must continue submitting salary, allowance, and pension records to ensure eligibility for any benefits under the compensation scheme. Since she opted out within three months, her employer is responsible for issuing the refund. Capita only requires a pay history record accompanying the opt-out service history, with contribution and earnings values set to zero.

However, the employer has already closed the 2024–2025 scheme year, making it impossible to submit a revised pay history for that period. Any attempt to do so will trigger validation error 10162, resulting in rejection. As the 2025–2026 scheme year is still open, the employer offsets the previous year's positive values by submitting a negative pay history in May 2025.

# Negative Pay History Fields

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	SSC700003344	01/04/2025	1	30/04/2025	DWP	SSC7	A	CSO	-127.00	-3000.00

Since Sophie opts out of the pension scheme on 05/05/2025, her last day of pensionable service is 04/05/2025. Therefore, the end date on her pay history record is set to 04/05/2025. However, submitting a negative pay history with this end date to offset contributions and earnings from the 2024–2025 scheme year will trigger the following validation errors:

- Validation **10155**
- Validation **10167**

As a result, this approach is not permitted. Instead, the employer must follow the correct opt-out process, which may involve submitting a zero-value pay history for the current open scheme year (2025–2026) and ensuring no attempt is made to retroactively adjust closed-year data.

## What is the correct way to interface Sophie’s record to reflect that the employer has issued a refund of contributions?

All Sophie’s employer needs to do is submit zero values for both contributions and earnings for the 2025–2026 scheme year. The presence of the opt-out record in the service history is sufficient to notify Capita that contributions for the previous scheme year will be refunded to Sophie by her employer.

Therefore, in addition to the service history, Capita will require a pay history formatted as follows:

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	SSC700003344	01/04/2025	1	04/05/2025	DWP	SSC7	A	CSO	0.00	0.00

You should not attempt to amend the previous scheme year once it has been “closed” for the year-end process, as any such record will be rejected. Instead, you must notify your interface analyst that the contributions for the previous year have been refunded. They will then arrange for the necessary adjustment to be made to the member’s record.

## Summary

- Pay history records must never contain negative values.
- To indicate to Capita that a refund is being issued by the employer—when the pay history for part of the service has already been closed—submit a pay history record in the current scheme year showing zero contributions and zero earnings, with an end date matching either the opt-out date or, if applicable, the date of leaving employment.
- If the CARE year-end has been confirmed and the previous year is closed, you must separately inform your interface analyst of any prior year contribution refunds, as such adjustments cannot be made via the interface.
- You must also submit a service history record:
  - With the opt-out date and a start reason of “OO” if the member has opted out, or
  - A leaver record (i.e., a service history record with an end date and end reason) if the member has left employment.

# 11. Leavers

This section covers members who are leaving both their current employer and the Civil Service Pension Scheme. It also addresses “Other Government Department” (OGD) transfers—cases where members move between Civil Service departments. These individuals remain within the pension scheme without a break in service, although their employer changes.

## Detailed scenario

Anna has worked in the Civil Service for 10 years and is now moving to the private sector. Her last day of service is 2 May 2025. She has been a member of the Alpha section of the Principal Civil Service Pension Scheme (PCSPS) throughout her Civil Service career. Anna works part time and receives two pensionable allowances.

As Anna is leaving in May 2025, her employer must include the following information in the May 2025 interface submission:

- A Service History record with both an end date and an end reason—both fields are mandatory.
- An Hours History record with an end date—for part-time members, this record must be “closed” upon leaving employment.
- A Final Pay History record, covering contributions from 1 April 2025 to 2 May 2025.
- A Salary History record with an end date.
- Two Allowance History records to close the pensionable allowances currently in payment.

Let’s begin by examining the Service History record:

## Service History

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	SSC800000123	A combination of the Paypoint code and the member’s payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	02/05/2025	Anna’s last day of service
Start Code	STARTCDE	ZZ	The code “ZZ” is used to indicate a leaver record.
Scheme	SCHEME	CSO	CSO indicates the alpha scheme
Scheme Category	SCHCAT	A	The code “A” indicates that the member belongs to the Alpha section of the Civil Service Pension Scheme.
Status	SVSTAT	A	The code “A” in this field indicates that the member is a permanent employee.
Employer Code	EMPLYR	HAS	The employer code is the unique identifier assigned by Capita to each participating employer.
End Date	ENDDTE	02/05/2025	Anna’s last day of service is 2 May 2025. Note: this date is intentionally the same as the start date in the leaver record
End Reason	SVRSN	5	An end reason code of “5” indicates that the member has resigned.

# Leavers

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	SSC800000123	02/05/2025	ZZ	02/05/2025	5	CSO	A	A	HAS

## What should we take note of in this leaver's service history?

- Start and End Dates: Both fields contain the same date, indicating this is Anna's final day of service.
- Start Reason: Marked as "ZZ", which is the designated code for a leaver record.
- End Date and Reason: Both are correctly populated, which is essential for accurate record-keeping.
- Scheme Category and Status: These fields are filled with "reckonable" and "active" indicators, confirming the record is valid and contributes to service calculations.

## Part Time Hours

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	SSC800000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	11/12/2021	Effective date of the part-time working arrangement
End Date	ENDDTE	02/05/2025	Anna's final day of service, which corresponds to the end date of her service history.
Employer	EMPLYR	HAS	The employer code is the unique identifier assigned by Capita to each participating employer.
Part Time hours	PTHRS	18.5	The member's new part-time hours
Full Time Hours	FTHRS	37	The number of hours a full-time employee in the equivalent role would be contracted to work per week.

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	F	G	H
NI Number	Alt Key	Start Date	Employer	End Date	Part-time hours	Full-time hours
XX000000X	SSC800000123	11/12/2021	HAS	02/05/2025	18.5	37

What key details should we consider in this leaver’s part-time service history?

- The end date in the part-time hour's history should match Anna’s last day of service, as recorded in the service history.
- The start date in the hour's history should reflect the last date Anna’s part-time hours changed.
- If Anna was employed full-time, there is no need to submit a part-time hour's history to Capita upon her departure.
- Submission of part-time hours history is only required for part-time members.
- The part-time hours and full-time equivalent hours fields should be populated with Anna’s contracted working hours.
- If the hours provided differ from those held on Capita’s system, the new record will overwrite any previously submitted data.

We also require a detailed salary history, which will be presented as follows.

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	SSC800000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/04/2024	The date of Anna’s most recent salary adjustment.
End Date	ENDDTE	02/05/2025	Anna’s final day of service, which corresponds to the end date of her service history.
Employer	EMPLYR	HAS	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	SSC8	This is a unique paypoint code assigned by Capita.
Notional Pay	NOTPAY	42000	Notional Pay refers to the full-time equivalent annual salary and should exclude any allowances or bonus payments.
Actual Pay	ACTPAY	21000	This refers to the member’s part-time salary and should exclude any allowances or bonus payments.

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	F	G	I	L
NI Number	Alt Key	Salary Start Date	Employer	Paypoint	Notional Pay	End Date	Actual Pay
XX000000X	SSC800000123	01/04/2025	HAS	SSC8	42000	02/05/2025	21000

Is there anything specific we should highlight about this leaver record in the salary history?

- The end date reflects Anna’s final day of service.
- This entry mirrors her most recent salary history update, with the addition of the populated End Date field.

We also require a detailed pay history, which will be presented as follows.

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	SSC800000123	A combination of the Paypoint code and the member’s payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/04/2025	The start date of the scheme year in which contributions and earnings are recorded.
Service Period Number	SVPRDNO	1	As this is Anna’s only period of service within the scheme year, a value of '1' should be used.
End Date	ENDDTE	02/05/2025	The last date on which Anna accrued pensionable service.
Employer	EMPLYR	HAS	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	SSC8	Four-character code as advised by Capita
National Insurance Category	NICAT	A	National Insurance (NI) category code. For a full list of valid NI categories and their descriptions, please refer to HMRC guidance.
Scheme	SCHEME	CSO	CSO is the alpha scheme
Scheme Contributions	SCHCNT	75	This field should reflect the total scheme contributions paid by the member during the current scheme year.
Earnings	EARN	1462.84	This field should reflect the total pensionable earnings for the current scheme year.



# Leavers

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	SSC800000123	01/04/2025	1	02/05/2025	HAS	SSC8	A	CSO	261.73	2643.74

Is there anything specific we should highlight about this leaver record in the Pay history?

- The end date is set to Anna’s final day of service, rather than the end of the pay period.
- This date is consistent with the end date fields found in all other interfaced records.

Finally, two allowance records are required to close off the allowances. Assuming the allowance codes on Anna’s membership record are 'ALLC1' and 'ALLC2', each valued at £2,400, the records will appear as follows:

## Allowance History 1

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	SSC800000123	A combination of the Paypoint code and the member’s payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	03/04/2022	Enter the date the allowance began. If this date is earlier than the member’s pension scheme start date, report the scheme joining date instead of the actual allowance start date.
End Date	ENDDTE	02/05/2025	This field should only be completed when the member actually leaves employment. If the member simply opts out of the scheme, do not enter an end date.
Employer	EMPLYR	HAS	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	SSC8	Four-character code as advised by Capita
Allowance Code	ALLCODE	ALLC1	The allowance code must be agreed with Capita before it can be used.
Notional Allowance Rate	ALLRATE	2400	The full-time equivalent allowance amount, expressed as an annual rate.
Actual Allowance Rate	ACTRATE	1200	This represents the part-time equivalent of the allowance. Since Anna works at 50% of her full-time equivalent (FTE), her actual allowance rate is 50% of the annual 'ALLRATE' value.

Allowance History 2

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	SSC800000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/08/2023	Enter the date the allowance began. If this date is earlier than the member's pension scheme start date, report the scheme joining date instead of the actual allowance start date.
End Date	ENDDTE	02/05/2025	This field should only be completed when the member actually leaves employment. If the member simply opts out of the scheme, do not enter an end date.
Employer	EMPLYR	HAS	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	SSC8	Four-character code as advised by Capita
Allowance Code	ALLCODE	ALLC2	The allowance code must be agreed with Capita before it can be used.
Notional Allowance Rate	ALLRATE	2400	The full-time equivalent allowance amount, expressed as an annual rate.
Actual Allowance Rate	ACTRATE	1200	This represents the part-time equivalent of the allowance. Since Anna works at 50% of her full-time equivalent (FTE), her actual allowance rate is 50% of the annual 'ALLRATE' value.

If this data were being submitted via a manual spreadsheet interface, it would appear as follows:

B	C	D	E	F	G	I	J	O
NI Number	Alt Key	Start Date	Paypoint	Employer	Allowance Code	End Date	Allowance Rate	Actual Rate of Allowance
XX000000X	SSC800000123	03/04/2022	SSC8	HAS	ALLC1	02/05/2025	2400	1200
XX000000X	SSC800000123	01/08/2023	SSC8	HAS	ALLC2	02/05/2025	2400	1200

## Is there anything specific we should highlight about this leaver record in the allowance history?

- The end date is set to Anna’s final day of service, ensuring consistency with the other historical records.
- Each open allowance must be closed individually. In this case, Anna has two allowances, and it is essential that both are properly closed.
- The start dates for the two allowance records differ, as each allowance began at a different time.

## What are the consequences of not closing the allowances? How would this impact Anna’s record?

- Future Benefit Calculations: If Anna rejoins the Civil Service, any open allowances may be included in future benefit calculations, potentially resulting in double counting.
- Datagator Error for New Employer: The new employer will receive a Datagator error indicating a mismatch between the allowance codes and the current employer.
- Interface Error for Open Allowances: You will encounter an interface error if an end date is not provided for an open allowance. This issue must be resolved in your monthly correction file.
- Validation Error **10333** for Incomplete Records: This applies to all related records—salary, hours history, and pay history. If an end date is missing, the system will generate Validation Error **10333**.  
To resolve this:
  - Enter the end date in the affected records.
  - Ensure the end date matches the member’s last day of service.
  - Submit the corrected data via your interface errors and warnings file.

## Should the Pensionable Flag be completed in the allowance history section of the interface?

- No. If this field is left blank, the default setting is 'Yes'. Since only pensionable allowances should be submitted to Capita, there is typically no need to manually adjust this flag.

## Futher scenario – Other Government Department Transfers (OGD)

When an employee, such as Anna, transfers from one Civil Service department to another, this is classified as an “Other Government Department” (OGD) transfer. It is essential to be familiar with the correct operational procedures and required forms for processing an OGD transfer. However, this example focuses specifically on the data required in the interface.

### Key Requirements for the Ceding Employer

To properly close all “open” records, the ceding employer must submit the following:

- Service History Record
  - Must include an end date and an end reason.
  - The end reason must be “15”, indicating an “Other Government Department Transfer”.
- Hours History Record
  - Must include an end date.
  - For part-time members, this ensures their part-time history is properly closed upon leaving.
- Final Pay History Record
  - Should reflect contributions from 01/04/2025 to 02/05/2025.
- Salary History Record
  - Must include an end date.
- Two Allowance History Records
  - Required to close any active allowances in payment.

### Important Note on End Reason “15”

Using End Reason “15” in the service history is critical. It signals to Capita that a new service history record—starting one day after the previous end date—is expected from the receiving department. This ensures continuity and accuracy in the member’s pension record.

**Given that Anna’s actual leaving date is Friday, 2nd May 2025, and her new role with the receiving department begins on Monday, 5th May 2025, would recording the actual date of leaving cause a break in service?**

That’s correct—it's essential to bridge the weekend service gap.

To ensure continuity of service, Anna’s ceding employer must record her leaving date as 4th May 2025. This allows her new employer to begin her service history on 5th May 2025, maintaining an unbroken employment record.

All associated records—salary history, pay history, and allowance history—must also reflect the 4th May 2025 as the end date to ensure consistency across the interface.

Previous Employer

The service history record for the leaver, submitted by the previous employer, would be structured as follows:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	SSC800000123	04/05/2025	ZZ	04/05/2025	15	CSO	A	A	HAS

From the example provided, you’ll notice that the start reason “ZZ” can still be used. The interface process will interpret this record as a leaver, automatically appending the end date and end reason to the most recent service history entry prior to the member’s departure, thereby closing the record appropriately.

Additionally, the leaver record submitted by the previous employer includes:

- A Scheme Category of ‘A’
- A Status of ‘A’

These values indicate that, prior to Anna’s departure, she was actively accruing pensionable benefits in the alpha scheme as a permanent member of staff.

New Employer

The new joiner record submitted by the receiving employer would be structured as follows:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	SSC400000123	05/05/2025	N			CSO	A	A	YJB

What are the implications if the ceding employer continues to pay the member through the end of the pay period?

Suppose Anna’s current employer agrees to continue paying her until the end of the month—aligning with the end of the pay period—even though she officially joins her new employer on 5 May 2025. However, her new employer will not begin paying her until 1 June 2025.

In this situation, it is crucial that both the ceding and receiving employers collaborate closely to ensure the accurate interfacing of data. This coordination is necessary to prevent duplicate entries or overlapping records in the system.

# Leavers

To ensure benefits are administered correctly and data integrity is maintained, Capita recommends that the ceding employer—who continues to pay Anna through the end of May—submits history records as though Anna remained employed until that date. Accordingly, the end dates on relevant history records (such as part-time hours, salary, pay history, and allowance history) should reflect the final day she is paid, rather than her actual departure date.

The new employer must then ensure that the start dates of any new records begin the day after the ceding employer’s end date. The only exception is the pay history start date, which should begin on 1 April of the scheme year.

## Previous Employer

The service history record for the leaver, submitted by the previous employer, would be structured as follows:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	SSC800000123	31/05/2025	ZZ	31/05/2025	15	CSO	A	A	HAS

The salary history record for the leaver, submitted by the previous employer, would be structured as follows:

B	C	D	E	F	G	I	L
NI Number	Alt Key	Salary Start Date	Employer	Paypoint	Notional Pay	End Date	Actual Pay
XX000000X	SSC800000123	01/04/2025	HAS	SSC8	42000	31/05/2025	21000

The allowance history record for the leaver, submitted by the previous employer, would be structured as follows:

B	C	D	E	F	G	I	J	O
NI Number	Alt Key	Start Date	Paypoint	Employer	Allowance Code	End Date	Allowance Rate	Actual Rate of Allowance
XX000000X	SSC800000123	03/04/2022	SSC8	HAS	ALLC1	31/05/2025	2400	1200
XX000000X	SSC800000123	01/08/2023	SSC8	HAS	ALLC2	31/05/2025	2400	1200

The part time hours history record for the leaver, submitted by the previous employer, would be structured as follows:

B	C	D	E	F	G	H
NI Number	Alt Key	Start Date	Employer	End Date	Part-time hours	Full-time hours
XX000000X	SSC800000123	11/12/2021	HAS	31/05/2025	18.5	37

# Leavers

The pay history record for the leaver, submitted by the previous employer, would be structured as follows:

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	SSC800000123	01/04/2025	1	31/05/2025	HAS	SSC8	A	CSO	281.54	2983.21

## New Employer

All opening records from Anna’s new employer will commence on 1 June 2025. This approach ensures that there is no duplication or overlap of data between the ceding and receiving employers, maintaining the integrity and accuracy of employment records.

## Summary

- When a member exits the scheme, it is essential that Capita is notified of the member’s leaving date via the service history.
- To maintain alignment across service history and related records, an end date must be provided in the previously interfaced record for the member.
- If you're unsure which record to update, consult your interface analyst. However, your payroll system must be configured to store historical data to support this process.

## 12. Change of Part Time working pattern

### Detailed scenario – scenario A

Callum works full time, completing 37 hours per week. He earns a pensionable salary of £36,000 per year, along with an additional £1,500 pensionable allowance annually.

Since Callum is a full-time employee, his employer should not submit a part-time hour's history when he joins the scheme. Members without part-time or irregular working patterns (such as zero-hours contracts) are automatically treated as full-time.

Part-time hours history should only be provided for members who:

- Work part-time hours, or
- Have irregular working patterns (e.g., zero-hours contracts)

Callum joined his employer on 1 July 2023, and his service history start date should reflect this date.

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	WTCQ00000123	01/07/2023	N			CSO	A	A	CHE

Callum has a new joiner start reason of 'N', indicating he is a new entrant to the scheme. He has joined the CSO scheme (alpha), and his scheme category confirms he is in reckonable service. His status shows he is a permanent employee.

- Note: A part-time member who is also a permanent employee will still have a status of 'A'.
- Important: The service history record does not indicate whether a member is part-time. This is managed entirely through part-time hours history records.

### Change in Working Pattern

On 16 October 2023, Callum changes his working pattern to 50% of his full-time equivalent.

His service history remains unchanged:

- He is still a permanent employee in the alpha scheme, accruing reckonable service, therefore, no service history record should be interfaced

However, since Callum is no working part-time, a part-time hour's history record must be submitted



# Change of Part Time working pattern

## Part Time Hours

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	WTCQ00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	16/10/2023	Effective date of the part-time working arrangement
End Date	ENDDTE	Leave Blank	The part-time hours history remains open-ended, as it reflects the member's current working pattern.
Employer	EMPLYR	CHE	The employer code is the unique identifier assigned by Capita to each participating employer.
Part Time hours	PTHRS	18.5	The member's new part-time hours
Full Time Hours	FTHRS	37	The number of hours a full-time employee in the equivalent role would be contracted to work per week.

There are two additional records that will need to be interfaced due to recent changes: Salary History and Allowance History.  
What has changed in these records?

Both the Actual Salary (i.e., the part-time equivalent salary) and the Actual Rate of Allowance (also part-time equivalent) have been updated.

As a result, the Salary History will now appear as follows:

# Change of Part Time working pattern

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	WTCQ00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	16/10/2023	The date of Anna's most recent salary adjustment.
End Date	ENDDTE	Leave Blank	No end date has been specified, as Callum is continuing in his employment.
Employer	EMPLYR	CHE	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	WTCQ	This is a unique paypoint code assigned by Capita.
Notional Pay	NOTPAY	36000	Notional Pay refers to the full-time equivalent annual salary and should exclude any allowances or bonus payments.
Actual Pay	ACTPAY	18000	This refers to the member's part-time salary and should exclude any allowances or bonus payments.

# Change of Part Time working pattern

The only field that changes in Callum’s salary history upon joining the scheme is the ACTPAY field. Previously set at £36,000, this has been reduced to £18,000 to reflect his updated part-time working hours.

Assuming Callum receives an allowance with the code “R1000”, his updated Allowance History record would appear as follows:

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	WTCQ00000123	A combination of the Paypoint code and the member’s payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	16/10/2023	Enter the date the allowance began. If this date is earlier than the member’s pension scheme start date, report the scheme joining date instead of the actual allowance start date.
End Date	ENDDTE	Leave Blank	No end date has been specified, as Callum is continuing in his employment.
Employer	EMPLYR	CHE	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	WTCQ	Four-character code as advised by Capita
Allowance Code	ALLCODE	R1000	The allowance code must be agreed with Capita before it can be used.
Notional Allowance Rate	ALLRATE	1500	The full-time equivalent allowance amount, expressed as an annual rate.
Actual Allowance Rate	ACTRATE	750	This represents the part-time equivalent of the allowance. Since Callum works at 50% of her full-time equivalent (FTE), her actual allowance rate is 50% of the annual 'ALLRATE' value.

If Callum was in receipt of several allowances, you must provide a new allowance history for all allowances to reflect the change in ACTRATE. You can see Callum’s actual allowance rate has reduced in light of his change in part time hours. This is how to change someone’s part time hours from full time to part time.

## If I forget to update the salary and allowance when part-time hours change, will Capita flag this or provide a warning?

No, Capita will not issue a warning. It is your responsibility to update the salary and allowance details whenever there is a change in part-time hours.

## Am I required to submit a service history entry with a status of ‘H’ when an employee is on half pay?

No, a service history entry with a status of ‘H’ is only required when an employee is on half pay due to sick leave.

# Change of Part Time working pattern

## Detailed scenario – scenario B

Callum continues working part-time but changes his hours to 25% of the full-time equivalent, effective 01/02/2024.

### How should his member record be updated to reflect this change?

Callum’s record should be updated in the same way as when he transitioned from full-time to part-time. This includes:

- **Part-Time Hours History:**  
A new entry reflecting the reduction to 25% of full-time hours.
- **Salary History:**  
A new record showing the adjusted Actual Pay based on the reduced hours.
- **Allowance History:**  
A new record showing the adjusted Actual Rate of Allowance.

### Manual Interface Update Example:

In a manual interface submission, the update would be structured as follows:

#### Part Time Hours

B	C	D	E	F	G	H
NI Number	Alt Key	Start Date	Employer	End Date	Part-time hours	Full-time hours
XX000000X	WTCQ00000123	01/02/2024	CHE		9.25	37

#### Salary History

B	C	D	E	F	G	I	L
NI Number	Alt Key	Salary Start Date	Employer	Paypoint	Notional Pay	End Date	Actual Pay
XX000000X	WTCQ00000123	01/02/2024	CHE	WTCQ	36000		10500

#### Allowance History

B	C	D	E	F	G	I	J	O
NI Number	Alt Key	Start Date	Paypoint	Employer	Allowance Code	End Date	Allowance Rate	Actual Rate of Allowance
XX000000X	WTCQ00000123	01/02/2024	WTCQ	CHE	R1000		1500	375

# Change of Part Time working pattern

Is it necessary to interface a record that includes an end date to close the previous entry?

- No, you do not need to submit the previous record with an end date.  
The new record (as shown above) will automatically supersede the previous one. Hartlink will assume that the earlier record ends the day before the start date of the new record.
- You only need to submit the new hours history record—there is no need to send a separate record to "close" the previous one.

## Detailed scenario – scenario C

Callum transitioned from part-time to full-time employment on 12/05/2025. To reflect this change accurately in his records, please ensure the following updates are made:

- Close the Part-Time Hours History**
  - End Callum's part-time hours history with the last day he worked part-time.
  - No further part-time hours should be recorded after this date.
  - This will ensure the system treats Callum as a full-time employee from the following day.
- Update Salary and Allowance Records**
  - Create a new salary and allowance record effective from 12/05/2025.
  - This should reflect:
    - New Actual Salary: £40,000 per annum (previously £36,000)
    - New Actual Rate of Allowance, the full-time equivalent amount in this case £1,500
- No Change to Service History**
  - Callum's employment status (e.g., fixed-term or permanent) is not changing, so no update to the service history is required.
  - If there had been a change in employment type, a new service history would be necessary—but that is not the case here.

## Part time hours

B	C	D	E	F	G	H
NI Number	Alt Key	Start Date	Employer	End Date	Part-time hours	Full-time hours
XX000000X	WTCQ00000123	01/02/2024	CHE	11/05/2025	9.25	37

## Salary History

B	C	D	E	F	G	I	L
NI Number	Alt Key	Salary Start Date	Employer	Paypoint	Notional Pay	End Date	Actual Pay
XX000000X	WTCQ00000123	12/05/2025	CHE	WTCQ	40000		40000

# Change of Part Time working pattern

## Allowance History

B	C	D	E	F	G	I	J	O
NI Number	Alt Key	Start Date	Paypoint	Employer	Allowance Code	End Date	Allowance Rate	Actual Rate of Allowance
XX000000X	WTCQ00000123	12/05/2025	WTCQ	CHE	R1000		1500	1500

Please note that we have not provided an end date for the existing salary and allowance records, as the new record automatically supersedes the previous one.

## Summary

- No New Service History Required**  
A change in part-time hours does not require a new service history record.
- Update Salary and Allowance Records**  
Any change in part-time hours must be accompanied by updated salary and allowance records. These updates should reflect the new Actual Pay and Actual Rate of Allowance for all allowances currently in payment.
- Aligned Effective Dates**  
When part-time hours change, the effective date of the updated part-time hours, salary, and allowance records should all be the same.
  - Exception: When changing from part-time to full-time, the part-time hours record should be closed with an end date (the last day of part-time service). The new salary and allowance records should then begin the following day.
- Closing Part-Time Hours History**  
When transitioning from part-time to full-time, the most recent part-time hours record must be closed by entering an end date equal to the last day of part-time work.

# 13. Assumed Pay

## What is Assumed Pay?

Assumed pay represents the salary a member would have received had they not been absent due to certain qualifying types of leave. It ensures that pension scheme members are not disadvantaged during periods of absence—particularly when they are receiving reduced or no pay—by allowing their pensionable benefits to be calculated as if they were in regular employment.

## Important:

This document is intended to support data interfacing only. It does not replace the Employer Pension Guide or relevant legislation. These sources must be consulted to determine whether a specific absence qualifies for assumed pay.

## Why It Matters

Incorrectly interfacing assumed pay data can significantly impact a member’s pensionable benefits. It is essential that data is submitted accurately to reflect the correct pension entitlement.

## Types of Assumed Pay

The interface distinguishes between two levels of assumed pay:

- **Level 1** – Parental Leave Absences  
Includes maternity, paternity, adoption, and shared parental leave.
- **Level 2** – All Other Qualifying Absences  
Covers other types of leave that qualify under assumed pay rules (e.g., long-term sickness).

## Focus of This Document

Rather than revisiting the definition of assumed pay, this document focuses on how to interface data correctly in assumed pay scenarios. We will walk through examples of both Level 1 and Level 2 assumed pay, starting with the simpler of the two: Level 2.

## Detailed scenario – Sick Pay

Joanne is employed on a part-time basis, working 16 hours per week out of a full-time equivalent of 37 hours. Although the full-time salary for her role is £37,000 per annum, her part-time hours result in actual annual earnings of £16,000.

She enrolled in the Alpha pension scheme on 12 April 2020.

In addition to her salary, Joanne receives a pensionable allowance. The full-time equivalent of this allowance is £370 per annum, which is pro-rated to £160 per annum based on her part-time hours.

## Important Note:

Working part-time does not trigger an assumed pay calculation. Joanne’s pension benefits are based on her actual part-time earnings.

Her service history is as follows:

# Assumed Pay

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	LMCH00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	12/04/2020	Joanne's enrollment date in the pension scheme
Start Code	STARTCDE	N	As Joanne is a new joiner, we assign a start code of 'N'
Scheme	SCHEME	CSO	CSO indicates the alpha scheme
Scheme Category	SCHCAT	A	The code "A" indicates that the member belongs to the Alpha section of the Civil Service Pension Scheme.
Status	SVSTAT	A	The code "A" in this field indicates that the member is a permanent employee.
Employer Code	EMPLYR	CHCO	The employer code is the unique identifier assigned by Capita to each participating employer.
End Date	ENDDTE	Leave Blank	
End Reason	SVRSN	Leave Blank	
Assumed Pay Code	ASSPAYCD	Leave Blank	

Joanne's assumed pay code is left blank, as she is not on assumed pay.

Her pensionable earnings are approximately £1,346.67 per month, calculated as follows:  
£16,000 (base salary) + £160 (additional earnings) = £16,160 annually, divided by 12 months = £1,346.67 per month.

Joanne does not receive any other pensionable benefits. Therefore, by 30/06/2021, her pensionable earnings for the 2021/2022 scheme year are approximately £4,040, based on three months of earnings at £1,346.67 per month.

Her pay history at the end of June 2021 will reflect the following:



# Assumed Pay

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	LMCH00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/04/2021	The start date of the scheme year in which contributions and earnings are recorded.
Service Period Number	SVPRDNO	1	Number of service periods worked by the member for the employer in the relevant scheme year.
End Date	ENDDTE	30/06/2021	Pay period end date for the member
Employer	EMPLYR	CHCO	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	LMCH	Four-character code as advised by Capita
National Insurance Category	NICAT	A	National Insurance (NI) category code. For a full list of valid NI categories and their descriptions, please refer to HMRC guidance.
Scheme	SCHEME	CSO	CSO is the alpha scheme
Scheme Contributions	SCHCNT	185.84	This field should reflect the total scheme contributions paid by the member during the current scheme year.
Earnings	EARN	4040	This field should reflect the total pensionable earnings for the current scheme year.

At this point in the scheme year, Joanne has accrued £4,040 in pensionable earnings.  
She subsequently goes on sick leave with full pay for one month.  
Since there is no change to pensionable benefits when a member is on sick leave at full pay, you do not:

- Provide a separate service history entry for sick leave (full pay),
- Make any changes to Joanne's salary or allowance history.

Instead, you must continue to report her pay history as if she were not absent, ensuring that she continues to accrue full pensionable benefits in alpha.

In a manual interface, Joanne's July 2021 pay history would appear as follows:

# Assumed Pay

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	LMCH00000123	01/04/2021	1	31/07/2021	CHCO	LMCH	A	CSO	247.79	5386.67

Should I update the service history to reflect that Joanne is currently on full-pay sick leave?

No update to Joanne’s service history is required, as there has been no change to her employment status. She remains a permanent employee in pensionable service under the Alpha scheme, and therefore, the existing service history remains accurate and up to date.

## Further information on Scenario A

Joanne will remain on sick leave through July. However, in accordance with the employer’s HR policy, she will transition to half-pay sick leave effective from 01/08/2021. This constitutes an 'assumed pay' scenario. Therefore, a new service history record is required, with the Assumed Pay Code set to 'A'. The 'A' code indicates a Level 2 assumed pay scenario, as specified in the Assumed Pay Code field."

Joanne's new service history will look like this:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	LMCH00000123	01/08/2021	SH			CSO	A	H	CHCO

Please note the following regarding the new service history record for Joanne:

- Only a new service history record is required. Do not close the existing record or submit a replacement—simply add the new record.
- Start Code should be set to Sick Leave Half Pay, which validates the use of 'H' in the Status field.
- Status must be set to 'H', indicating a sick leave scenario with reduced pay.
- Scheme Category remains 'A', as sick leave on half pay is fully reckonable. There is no change to Joanne’s pension benefits, so the Alpha scheme continues to apply.
- Assumed Pay Code must be set to 'A', as this is a Level 2 assumed pay scenario.
- EPA Suspension Code is not required, as Joanne does not contribute to an EPA contract.
- End Date and End Reason should not be entered, since Joanne remains in the scheme.
- No additional records are needed to indicate that this is a Level 2 assumed pay scenario.

What should I consider when Joanne enters a Level 2 Assumed Pay scenario?

When Joanne moves into a Level 2 Assumed Pay absence, several key factors must be considered regarding how her pension contributions are calculated:

- Scheme Contributions:**
  - Standard member contributions are based on actual earnings, not assumed pay.
  - However, EPA (Early Payment of Accrued Benefits) contributions are calculated using assumed earnings during a Level 2 Assumed Pay absence. This is different from both standard scheme contributions and Level 1 Assumed Pay scenarios, where EPA contributions are based on actual earnings.
  - In Joanne’s case, she does not have an EPA contract, so EPA contributions do not apply.
- Contribution Rate Bands:**
  - The contribution rate percentage is determined using actual earnings for Level 1 absence types and for Sick Leave on reduced pay.
  - For all other assumed pay scenarios, including Level 2, the assumed pay should be used to determine the appropriate contribution rate band.
- Pay History Reporting for Alpha Members:**
  - For members in the alpha scheme, the “Earnings” field in the pay history must reflect assumed pay during any period of assumed pay absence.
  - When Joanne begins Sick Leave on half pay, she receives £673.33 per month, which includes reductions in both salary and allowance. However, her pay history must show the full assumed pay of £1346.67 per month, not the reduced amount.

Joanne’s July 2021 pay history would look this:

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	LMCH000000123	01/04/2021	1	31/07/2021	CHCO	LMCH	A	CSO	271.36	6733.34

Impact of Incorrect Earnings Reporting on Alpha Benefits

- Cumulative contributions are calculated based on the member’s actual earnings.
- Cumulative earnings, however, must reflect the member’s assumed pay during periods of assumed pay absence.

If actual reduced earnings are incorrectly entered in the “Earnings” field instead of the correct assumed pay, this will result in understated alpha pension benefits.

For example, in July:

- If the correct assumed pay of £1346.67 is used, the CARE benefit is calculated as:  
 $£1346.67 \times 2.32\% = £31.24$
- If the actual reduced earnings of £673.33 are used instead, the CARE benefit is only:  
 $£673.33 \times 2.32\% = £15.62$

This clearly demonstrates that using actual earnings instead of assumed pay leads to undervalued pension benefits for Joanne. Ensuring the correct assumed pay is entered in the “Earnings” field is essential for accurate benefit calculations.

# Assumed Pay

While a member is on assumed pay, you may notice that their normal scheme contributions are reduced, as these are based on actual earnings. However, the member will still receive full pensionable benefits, calculated using assumed pay.

This approach ensures that although the member may be receiving a lower income during their absence, their pension benefits are not negatively impacted. It reflects the principle of maintaining pension accrual as if the member were on full pay, despite their temporary reduction in earnings.

## How should I record Joanne’s assumed pay in the service history if she is either an optant-out or a member of the Partnership section of the scheme?

When a member is in the Partnership section of the scheme, there is no requirement to notify Capita that the member is on assumed pay. However, it is still essential to record the start of any period of sick leave on reduced pay in the service history.

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	LMCH00000123	01/08/2021	SH			PCS	S4	HS	CHCO

In the example above, the member is in the S4 Partnership category.

- If a member has opted out of the scheme and subsequently goes on Sick Leave Reduced Pay, there is no requirement to inform Capita that the member is on a period of assumed pay.
- However, you must still report the half pay in the service history, using the status code “HO” to indicate the start of the reduced pay period.

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	LMCH00000123	01/08/2021	SH			CSO	N	HO	CHCO

In this example, the member is assumed to have opted out of the alpha scheme, and therefore their scheme is recorded as CSO.

Even though the member is no longer contributing to the pension scheme, it is still essential to report periods of Sick Leave on Reduced Pay in the service history. This is because, in the event the member becomes eligible for a compensation award or injury benefit, Capita will use this information to determine the appropriate level of benefit.

Providing accurate service history data ensures that any future entitlements are assessed correctly, even for optant-out members.

## Why is it important to populate the Assumed Pay field correctly?

Setting the Assumed Pay field ensures that Capita can accurately assess pension benefits based on the earnings a member would have received had the absence not occurred. It also allows for the correct deduction of contributions in line with the assumed pay absence level.

Providing the correct level of pensionable pay is essential because a reduction in actual earnings during an assumed pay absence should not impact the member's pension benefits. For example, when Joanne moves to Sick Leave on Half Pay, her actual earnings drop to £673.33. However, her pensionable benefits are still calculated based on her assumed full earnings of £1346.67, as if she were not on reduced pay.

By entering the assumed pay in the pay history, you ensure that:

- Pensionable benefits remain unaffected by temporary reductions in pay.
- Contributions are calculated correctly.
- Capita has the necessary data to reconcile and validate benefit entitlements.

## What is the difference between using 'A' and 'R' in the Assumed Pay Code field, and when should each be applied?

- The choice between using code 'A' and code 'R' in the Assumed Pay Code field depends on the type and level of the assumed pay scenario.
- Refer to the Developers Guide:
  - If the absence type is marked as Level 2 Assumed Pay, use the code 'A'.
  - If the absence type is marked as Level 1 Assumed Pay, use the code 'R'.
- **Important:**  
You must not populate the Assumed Pay field at all if the absence type is not classified as an assumed pay scenario.

## What is the impact of Level 1 versus Level 2 Assumed Pay scenarios on pension benefit calculations?

From a benefits perspective, there is no difference between Level 1 and Level 2 Assumed Pay scenarios. In both cases, the member will receive the same level of pensionable benefits, as these are calculated based on the earnings the member would have received had the absence not occurred.

The key difference lies in how contributions are calculated, particularly for EPA (Early Payment of Accrued Benefits) contributions:

- For Level 2 Assumed Pay absences, EPA contributions are based on the assumed pay.
- For Level 1 Assumed Pay absences, EPA contributions are based on the actual pensionable earnings received during the absence.

This distinction ensures that contributions align appropriately with the type of absence, while maintaining consistent benefit outcomes for the member.

# Assumed Pay

## How does Joanne’s participation in an EPA contract affect her contributions and benefits?

Members on assumed pay absences—such as paid parental leave or sick leave on reduced pay—have the option to suspend their EPA contract during the period of absence.

If Joanne is contributing to an EPA contract, you must:

- Confirm whether she wishes to suspend her EPA contributions while on Sick Leave Reduced Pay.
- If she chooses to suspend the contract, this decision must be reflected in her service history.

For example, if Joanne suspends her EPA contract during her absence, her service history should be updated accordingly to reflect the suspension period.

B	C	D	E	F	G	H	I	J	K	L	M
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer	Assumed Pay Code	EPA Suspension Code
XX000000X	LMCH00000123	01/108/2021	SH			CSD	A	A	CHCO	A	A

When a member is on an assumed pay absence, such as Sick Leave Reduced Pay, they have the option to suspend their EPA contract. In such cases:

- The EPA Suspension Code should be set to ‘A’, indicating that the contract is suspended.
- EPA contracts can only be suspended if the member is on an assumed pay absence.

For non-pensionable absences, such as career breaks or unpaid leave:

- The EPA contract is automatically suspended, but you do not need to set the EPA Suspension Code.
- Instead, setting the Scheme Category to ‘N’ (non-pensionable) or ‘Q’ (qualifying service) will implicitly suspend the contract.

This ensures that EPA contributions are handled correctly based on the member’s absence type and scheme status.

## EPA Contributions Upon Return to Work or During Assumed Pay Absence

- When Joanne returns to work, her EPA contract will automatically recommence, and she will be required to resume EPA contributions.
- If Joanne chooses to continue paying into her EPA contract during her Level 2 Assumed Pay absence (e.g., Sick Leave Reduced Pay), she will continue to accrue EPA benefits.
- In this case, because she is on a Level 2 Assumed Pay absence, her EPA contributions must be calculated based on her assumed pay, not her actual reduced earnings.

This ensures that Joanne’s EPA benefits are maintained at the correct level, reflecting the earnings she would have received had she not been on reduced pay.

## Is every absence automatically treated as an Assumed Pay scenario?

No, not all absences qualify as Assumed Pay scenarios. Specifically:

- Non-pensionable absences are not considered assumed pay scenarios.
- Unpaid absences are also not assumed pay scenarios, unless:
  - The member has been seconded into the Armed Forces Reserves, or
  - The Scheme Manager explicitly designates the absence as an assumed pay scenario.

It's important to refer to scheme guidance and confirm the absence type before applying assumed pay rules.

## Am I required to include the Actual Reduced Pay in the salary history and the Actual Reduced Rate of Allowance in the allowance history?

No, these two fields are only required when interfacing with a Level 1 Assumed Pay service history. Since sick leave reduced pay falls under a Level 2 Assumed Pay scenario, there is no requirement to provide the reduced pay details.

At no point in this example is it necessary to submit a new salary or allowance history record. Although Joanne's earnings have been reduced due to sickness, Capita does not require this information because she continues to receive benefits based on her assumed pay, which was already interfaced when she joined the scheme.

A new salary or allowance history must only be interfaced if there is a contractual change—such as a change in Joanne's part-time hours—or if she receives a pay award, like an annual salary increment. Similarly, if Joanne is granted a new allowance or an existing one ends, a new allowance record must be submitted.

However, none of these updates are triggered solely by Joanne's Level 2 absence on assumed pay.

We will need to consider how to end Joanne's assumed pay scenario when she returns to work. But before that, let's examine a Level 1 assumed pay scenario. While there are additional requirements when a member goes on a Level 1 absence, the process for ending the absence is consistent across both Level 1 and Level 2 scenarios, which we'll address at the end.

# Assumed Pay

## Detailed scenario – Parental Leave

Following Joanne’s return from sickness in Scenario A, she begins Maternity Leave on Full Pay effective from 01/10/2021. Her salary remains unchanged, and she continues to receive one pensionable allowance. Since Maternity Leave on Full Pay is classified as a Level 1 Assumed Pay absence, you are required to submit a new service history record to Capita. This record must include the Start Code ‘MF’ to indicate Maternity Leave Full Pay, and the Assumed Pay Code should be set to ‘R’.

In a manual interface submission, the service history entry would appear as follows:

B	C	D	E	F	G	H	I	J	K	L
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer	Assumed Pay Code
XX000000X	LMCH00000123	01/10/2021	MF			CSO	A	A	CHCO	R

In this example, the Assumed Pay Code is set to ‘R’ because Maternity Leave on Full Pay is classified as a Level 1 Assumed Pay scenario. Since Joanne continues to receive her full pensionable benefits during this period, there is no loss of pensionable entitlement.

However, since this is a Level 1 Assumed Pay scenario and the Assumed Pay Code is set to ‘R’, you must also submit a corresponding salary history and allowance history record with an effective date of 01/10/2021—the date the assumed pay absence begins. If Joanne receives multiple pensionable allowances, a separate allowance record must be provided for each one.

Since Joanne has not received a pay increase, her salary history record will appear as follows:

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	LMCH00000123	A combination of the Paypoint code and the member’s payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/10/2021	Note that the salary history record shares the same effective date as the service history start date.
End Date	ENDDTE	Leave Blank	No end date has been specified
Employer	EMPLYR	CHCO	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	LMCH	This is a unique paypoint code assigned by Capita.
Notional Pay	NOTPAY	37000	Notional Pay refers to the full-time equivalent annual salary and should exclude any allowances or bonus payments.
Actual Pay	ACTPAY	16000	This refers to the member’s part-time salary and should exclude any allowances or bonus payments.
Reduced Actual Pay	RACTPAY	16000	Joanne’s salary under a Level 1 Assumed Pay scenario. The Reduced Actual Pay must be provided for this scenario, even if there is no reduction in salary.



# Assumed Pay

## Key Points Regarding the Salary History:

- Start Date Alignment:**  
The start date is 01/10/2021, which matches Joanne’s service history.
- Reduced Actual Pay Field:**  
This field is populated only when a member is on a Level 1 Assumed Pay scenario. If the member has returned to work following such a scenario, this field should be left blank—as will be demonstrated in the next example.
- Use of Reduced Actual Pay:**  
This value is used to reconcile EPA contributions during a Level 1 Assumed Pay scenario. EPA contributions are calculated based on the actual amount received by the member, not their assumed pay. This differs from the Earnings field in the pay history, which should reflect cumulative assumed pay rather than actual earnings.
- Maternity Leave – Full Pay:**  
When a member is on full pay during maternity leave, there is no reduction in salary. In this case, the Actual Pay and Reduced Actual Pay will be the same.
- Updating Salary History:**  
Only one new salary history record is required. There is no need to close the previous record with an end date—the new entry will automatically supersede the existing one.

Translated on a manual interface:

B	C	D	E	F	G	H	I	L	O
NI Number	Alt Key	Salary Start Date	Employer	Paypoint	Notional Pay	Contract	End Date	Actual Pay	Actual Reduced Pay
XX000000X	LMCH00000123	01/10/2021	CHCO	LMCH	37000.00			16000.00	16000.00

Joanne is also in receipt of a pensionable allowance. Therefore, an Allowance History must be provided, including the Reduced Actual Rate of Allowance. This is required when the member is on a Level 1 Assumed Pay scenario.

The allowance history entry will appear as follows:

# Assumed Pay

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	LMCH00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/10/2021	Enter the date the allowance began. If this date is earlier than the member's pension scheme start date, report the scheme joining date instead of the actual allowance start date.
End Date	ENDDTE	Leave Blank	The end date field should only be populated when the member has actually left employment. Even if the member opts out of the pension scheme, this field must remain blank
Employer	EMPLYR	CHCO	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	LMCH	Four-character code as advised by Capita
Allowance Code	ALLCODE	B9BBM	The allowance code must be agreed with Capita before it can be used.
Notional Allowance Rate	ALLRATE	370	The full-time equivalent allowance amount, expressed as an annual rate.
Actual Allowance Rate	ACTRATE	160	The pro-rated value of the pensionable allowance
Reduced Actual Rate	RACTRATE	160	The actual rate of allowance paid during a Level 1 Assumed Pay scenario.

## Key Points Regarding the Allowance History:

- Reduced Actual Rate:**  
This field is populated with the actual allowance paid to Joanne during her period on Level 1 Assumed Pay.
- Return from Assumed Pay:**  
When Joanne returns to work and is no longer on assumed pay, the Reduced Actual Rate field should be left blank, as will be shown in the next scenario.
- Start Date Alignment:**  
The start date of the allowance history must match the date Joanne begins her assumed pay period.
- No Need to Close Previous Record:**  
There is no requirement to end the previous allowance record. The new allowance history entry will automatically supersede the existing one.

# Assumed Pay

If this data were submitted via a manual interface, the allowance history record would appear as follows:

B	C	D	E	F	G	I	J	O	Q
NI Number	Alt Key	Start Date	Paypoint	Employer	Allowance Code	End Date	Allowance Rate	Actual Rate of Allowance	Reduced Actual Rate
XX000000X	LMCH00000123	01/10/2021	LMCH	CHCO	B9BBM		370.00	160.00	160.00

## How is shared parental leave handled when taken by a father?

- Maternity, Paternity, and Adoption Leave (Full Pay):**  
These are all considered Level 1 Assumed Pay scenarios. For each, you must populate the service, salary, and allowance history with the appropriate values. Use the start code "MF" as specified in the Developer's Guide.
- Assumed Pay Code and Record Linking:**  
Since these are Level 1 scenarios, the Assumed Pay Code "R" should be used. The salary history must be linked to the service history by matching start dates. If the member receives a pensionable allowance, an allowance history must also be provided, similarly linked by start date.
- Earnings Field for Alpha Members:**  
For members in the alpha scheme, ensure that the Pay History Earnings field includes all pensionable allowances and bonuses as part of the assumed pay pensionable earnings.

## What happens if Joanne is contributing to an EPA contract?

- If Joanne is contributing to an EPA (Effective Pension Age) contract, she is eligible to suspend the contract during her period of assumed pay. In such cases, you should assess whether the EPA Suspension Code should be set to 'A'.
- If Joanne suspends her EPA contract, the EPA contribution value in the Pay History should remain unchanged. Do not set it to zero, as this field reflects year-to-date contributions—including amounts paid between 1 April 2021 and 30 September 2021.
- The EPA Suspension Code must only be used when the Assumed Pay Code is also populated. If the EPA Suspension Code is provided without an Assumed Pay Code, it will trigger validation error **10063**, causing the service history to be rejected. You will need to correct this via the validation report.
- If you populate the EPA Suspension Code for a member who does not have an EPA contract, this will trigger validation error **10062**, and the service history will be rejected. Again, this must be corrected using the validation report.

# Assumed Pay

## How should a pay award be handled if Joanne receives one while on assumed pay?

If Joanne receives a pay award while on a period of Level 1 Assumed Pay, you may submit a new salary or allowance history to reflect the change. However, you must also include the updated Reduced Actual Pay or Reduced Actual Rate of Allowance.

### For example:

If Joanne’s notional salary increases from £37,000 to £40,000, and her actual salary increases from £16,000 to £17,297.30, effective from 01/12/2021, you must reflect both values in the salary history. Since Joanne remains on Maternity Leave Full Pay, her Reduced Actual Pay will be the same as her actual pay. Therefore, her salary history entry would appear as follows:

B	C	D	E	F	G	H	I	L	O
NI Number	Alt Key	Salary Start Date	Employer	Paypoint	Notional Pay	Contract	End Date	Actual Pay	Actual Reduced Pay
XX000000X	LMCH00000123	01/12/2021	CHCO	LMCH	40000.00			17297.30	17297.30

There is no need to provide a closure record for the previous salary entry. Since Joanne remains on a Level 1 Assumed Pay scenario, the Reduced Actual Pay field should continue to reflect the salary she is actually receiving.

### Further Information on Scenario B

After six months of Maternity Leave on Full Pay, Joanne transitions to Statutory Maternity Pay (SMP) only. At this point:

- Her employer stops paying her allowance.
- Her annual salary is calculated based on her weekly SMP multiplied by 52.

*Example: If weekly SMP results in an annual equivalent of £8,840 (fictional for this scenario), this figure must be calculated accurately using the official rates from gov.uk.*

### Pension Treatment Under SMP

- SMP is still a Level 1 Assumed Pay scenario, meaning:
  - Pensionable earnings in the Pay History must reflect what Joanne would have earned if she were not absent.
  - These earnings should increase cumulatively based on her actual salary prior to SMP (e.g., £17,297.30), not the SMP-based salary (£8,840).
- Contributions, however, must be based on her actual reduced pay (i.e., the SMP amount).
  - This includes EPA contributions, if Joanne chooses to continue her EPA contract.

### What You Need to Provide in the Interface

To reflect that Joanne is now on Statutory Maternity Pay, you must:

- Submit a Service History record with:
  - Start Code: MS (Statutory Maternity Leave)
  - Effective Date: The date Joanne begins receiving SMP

In a manual interface, this would appear as:

# Assumed Pay

B	C	D	E	F	G	H	I	J	K	L
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer	Assumed Pay Code
XX000000X	LMCH00000123	01/04/2022	MS			CSO	A	A	CHCO	R

You should note the following when submitting Joanne’s transition to Statutory Maternity Pay:

- Start Date:**  
The start date must reflect the actual date SMP begins and must be submitted within the same month that SMP starts. Future-dated entries will be rejected.
- No Closure Required for Previous Record:**  
There is no need to close the previous Maternity Leave Full Pay service history with an end date or end reason. The new SMP record will automatically supersede the previous one.
- Start Reason Code:**  
Use the start reason code ‘MS’ to indicate that Joanne is now on Statutory Maternity Leave. The scheme category remains ‘A’, confirming that Joanne continues to accrue fully reckonable pension benefits.
- Assumed Pay Code:**  
The Assumed Pay Code remains ‘R’, as SMP is still classified as a Level 1 Assumed Pay scenario.
- Salary and Allowance History:**  
Since a service history with an assumed pay code of ‘R’ is being submitted, you must also provide:
  - A salary history reflecting Joanne’s reduced level of pay (based on SMP)
  - An allowance history, if applicable, also reflecting the reduced or ceased payments

Joanne’s updated salary history will appear as follows:

B	C	D	E	F	G	H	I	L	O
NI Number	Alt Key	Salary Start Date	Employer	Paypoint	Notional Pay	Contract	End Date	Actual Pay	Actual Reduced Pay
XX000000X	LMCH00000123	01/04/2022	CHCO	LMCH	40000.00			17297.30	8840.00

# Assumed Pay

The start date aligns with the beginning of Joanne’s service history. The reduced pay amount accurately reflects her annual Statutory Maternity Pay.

Since Joanne has an open allowance, a corresponding allowance history must be created with an effective date that matches the service history start date. If multiple open allowances existed, a separate allowance entry would be required for each. However, as Joanne has only one open allowance, the allowance history should be structured as follows:

B	C	D	E	F	G	I	J	O	Q
NI Number	Alt Key	Start Date	Paypoint	Employer	Allowance Code	End Date	Allowance Rate	Actual Rate of Allowance	Reduced Actual Rate
XX000000X	LMCH00000123	01/04/2022	LMCH	CHCO	B9BBM		370.00	160.00	0.00

In this example, the employer does not pay Joanne an allowance during her Statutory Maternity Leave. However, an allowance history is still required. In this case, the Reduced Actual Rate should be set to zero, reflecting the actual allowance paid to the member.

Since this is an assumed pay scenario, Joanne must not be disadvantaged by her absence. Therefore, the Pensionable Earnings field in the pay history must include the assumed pay from allowances, rather than the actual (zero) allowance. Omitting the assumed pay in this context would result in an undervaluation of Joanne’s pensionable benefits. It is therefore essential to provide the assumed pay, not the reduced actual pay.

After three months, Joanne does not return to work and instead takes an additional three months of unpaid maternity leave. As this period is non-pensionable, it is not considered an assumed pay scenario. Consequently, the unpaid maternity leave must be interfaced, and the assumed pay code should be removed.

It would look like this:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	LMCH00000123	01/07/2022	MN			CSO	Q	B	CHCO

Service History – Unpaid Maternity Leave

Each field in the service history should be completed as follows:

- **Start Date:** This should reflect the date Joanne begins her unpaid maternity leave.
- **Start Code:** Use “MN” to indicate unpaid maternity leave.
- **End Date:** There is no need to close the previous period of Statutory Maternity Leave with an end date. This new record supersedes the previous service history, so only one service history entry is required.
- **Scheme:** Set to CSO, even though this period is non-pensionable.
- **Scheme Category:** Set to “Q” for Qualifying Service, indicating that this period is non-pensionable and Joanne does not accrue pensionable benefits.
- **Status:** Use “B” to indicate a break in service.
- **Employer Code:** This should remain consistent with the previous service history record.
- **Assumed Pay Code:** Leave this field blank. Unpaid maternity leave is not an assumed pay scenario. Populating this field may result in a query from the Capita Operations Team.

Salary and Allowance History

- A Salary History and Allowance History must also be provided.
- Both records should reflect that the Reduced Actual Pay and Reduced Rate of Allowance have now ceased, as Joanne is no longer in an assumed pay scenario.

Salary History

B	C	D	E	F	G	H	I	L	O
NI Number	Alt Key	Salary Start Date	Employer	Paypoint	Notional Pay	Contract	End Date	Actual Pay	Actual Reduced Pay
XX000000X	LMCH00000123	01/07/2022	CHCO	LMCH	40000.00			17297.30	

You’ll notice that the salary start date aligns with the date Joanne began her nil pay maternity leave. The Actual Reduced Pay field is left blank, indicating that Joanne is no longer in an assumed pay scenario. As a result, the previous salary information is now outdated and has been removed from this salary history record. No other changes have occurred since the last recorded salary dated 01/04/2022.

Allowance History

B	C	D	E	F	G	I	J	O	Q
NI Number	Alt Key	Start Date	Paypoint	Employer	Allowance Code	End Date	Allowance Rate	Actual Rate of Allowance	Reduced Actual Rate
XX000000X	LMCH00000123	01/07/2022	LMCH	CHCO	B9BBM		370.00	160.00	

The Allowance History has also been updated to reflect the current status:

- The Reduced Actual Rate of Allowance has been removed, as Joanne is no longer receiving assumed pay.
- The Start Date has been updated to 01/07/2022, marking the beginning of the unpaid maternity leave period.

With these changes, all updates are now complete.

Detailed scenario – Returning from Assumed Pay Absence

If Joanne returns to work on 01/07/2022 instead of going on nil pay maternity leave, she must be taken off assumed pay while remaining in pensionable service. To reflect this, a new Service History record is required with the following details:

- **Effective Date:** Set to 01/07/2022, the date Joanne returns to work.
- **Start Code:** Use “Return from Break” to indicate her return from maternity leave.
- **Assumed Pay Code:** Leave this field blank, as Joanne is no longer on assumed pay.
- **EPA Suspension:** This field should also be left blank. An existing EPA (Effective Pension Age) contract must resume when a member comes off assumed pay.
  - In this scenario, Joanne does not have an EPA contract, so this field has no impact.
  - However, if she did have an EPA contract, the employer would be required to provide year-to-date cumulative EPA contributions, including the contribution for the pay period in which she resumes pensionable service.
  - Failure to provide this information would trigger validation error **10188** in the Pay History.

This new service history record ensures Joanne is correctly marked as remaining in pensionable service and that her pay and pension records are accurately maintained.

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	LMCH00000123	01/07/2022	RB			CSO	A	A	CHCO



# Assumed Pay

You will note the following key details in the updated service history:

- **Start Date:** Reflects the date Joanne returned to work.
- **Start Reason:** Set to “RB” – Return from Break.
- **Scheme Category:** Set to “A”, indicating that this period is fully reckonable, as expected for someone actively in service.
- **Assumed Pay Code:** Left blank, as Joanne is no longer on assumed pay.
- **Single Record Requirement:** Only one service history record is required. There is no need to send the previous record with an end date or end reason. This new entry supersedes the previous service history that included the assumed pay marker.

Let’s now consider Joanne’s previous salary history record, which was created when she initially went on assumed pay.

B	C	D	E	F	G	H	I	L	O
NI Number	Alt Key	Salary Start Date	Employer	Paypoint	Notional Pay	Contract	End Date	Actual Pay	Actual Reduced Pay
XX000000X	LMCH00000123	01/04/2022	CHCO	LMCH	40000.00			17297.30	8840.00

Joanne’s most recent salary history record shows an Actual Reduced Pay of £8,840.00, which applied during her period of assumed pay. Since she has now returned to work as of 01/07/2022, this reduced pay figure is no longer applicable.

To reflect this change, a new salary history record must be submitted with:

- **Start Date:** 01/07/2022
- **Actual Reduced Pay:** Left blank, as Joanne is no longer on assumed pay.

Assuming no further pay awards have been made, Joanne’s salary history will now look like this:

B	C	D	E	F	G	H	I	L	O
NI Number	Alt Key	Salary Start Date	Employer	Paypoint	Notional Pay	Contract	End Date	Actual Pay	Actual Reduced Pay
XX000000X	LMCH00000123	01/07/2022	CHCO	LMCH	40000.00			17297.30	

The start date in this latest salary history record matches the Service History entry for Joanne’s Return from Break on 01/07/2022. The Actual Reduced Pay field is left blank, as Joanne is no longer on assumed pay. This update ensures consistency between the service and salary records and accurately reflects Joanne’s return to full pensionable service.

## Do we need to apply the same update to the allowance history?

Only if the Reduced Actual Rate is populated with a value greater than zero should an update be made to the allowance history. If the Reduced Actual Rate is already set to zero, no new allowance record should be submitted.

# Assumed Pay

Reviewing Joanne’s previous allowance history, it’s clear that her employer did not pay any allowance during her Statutory Maternity Leave.

B	C	D	E	F	G	I	J	O	Q
NI Number	Alt Key	Start Date	Paypoint	Employer	Allowance Code	End Date	Allowance Rate	Actual Rate of Allowance	Reduced Actual Rate
XX000000X	LMCH00000123	01/04/2022	LMCH	CHCO	B9BBM		370.00	160.00	0.00

Since the Reduced Actual Rate is already set to zero, there is no change required, and a new allowance record does not need to be submitted.

However, if Joanne’s Reduced Actual Rate had been greater than zero, a new allowance history would be required for each open allowance, with a start date matching her return from assumed pay—that is, 01/07/2022.

With these updates, Joanne’s record now fully reflects her return from an Assumed Pay absence.

## Summary

- **Two Types of Assumed Pay:**
  - **Level 1:**
    - Requires an assumed pay history with code ‘R’.
    - Must include a salary history record with a matching start date.
    - Requires an allowance history for each open allowance, also with a matching start date.
    - Both Reduced Actual Pay and Reduced Rate of Allowance fields must be populated.
  - **Level 2 (Assumed Pay Absences):**
    - Must include an assumed pay code of ‘A’ in the service history.
- **EPA Suspension:**
  - The EPA suspension code can only be used when a member is on assumed pay.
- **Ending Assumed Pay:**
  - To indicate a member is coming off assumed pay, submit a new service history with the assumed pay code field left blank.
- **Pay History Requirements:**
  - For alpha members, Pay History Earnings must reflect assumed pay, not actual pay, during an assumed pay absence.
- **Contribution Elements:**
  - Must use the correct combination of assumed pay and actual pay when a member is on an assumed pay absence.

# 14. Opting In and out of Partnership

This section focuses on scenarios where members initially join the scheme and later opt into the Partnership Scheme. The examples will cover:

- A member who retrospectively moves into partnership.
- A member who chooses to move into partnership after two years of being in the alpha scheme.

**Please note:**

This section does not cover eligibility criteria for joining the partnership scheme or the specific timeframes during which members can opt in. For detailed guidance on eligibility and timing, please refer to the Employer Pension Guide.

Instead, this section assumes the member is eligible and focuses on how to interface the data correctly when a member transitions to or from the partnership scheme.

**Detailed scenario – Moving from alpha to partnership under three months.**

Laura joined the alpha scheme on 16/06/2021 with a pensionable salary of £24,000, working full time. To set up her record with Capita, her employer submitted the five mandatory interface records:

- **Basic**
- **Service History**
- **Address**
- **Salary History**
- **Pay History**

In the Service History, the employer used the appropriate new joiner start code as follows:

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	MTF200000123	01/04/2022	1	31/08/2022	FC02	MTF2	A	CSO	46.00	1000.00

Laura has not opted for an AVC (Additional Voluntary Contributions) or EPA (Early Payment Agreement) contract and contributes only the standard Scheme Contributions. Her pay history for the first month is as follows:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	MTF200000123	01/08/2022	N			CSO	A	A	FC02

# Opting In and out of Partnership

On 01/10/2022, Laura decides she would prefer to join the Partnership Scheme. In response, her employer submits an updated service history.

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	MTF200000123	01/08/2022	N			PCS	S4	AS	FC02

This new record will reference the initial service history using the same start date and employer code.

Please note the following details:

- The start date matches Laura’s original service history record.
- The start reason is marked as "N" (New Joiner).
- The scheme code is set to PCS, which corresponds to the Partnership Scheme.
- The scheme category is S4, which applies to Legal & General. However, you must ensure the correct scheme category is used based on the provider the member joins.
- The status is "AS", indicating Laura is a permanent member of staff within the Partnership section.

### Issue Identified:

This interface record will trigger Validation Error 10081 – “Duplicate Start Date for Alternative Scheme.”  
This error occurs when a service history is interfaced with a start date that already exists in the system, but the scheme differs from the one recorded in Hartlink. This validation is in place to prevent incorrect scheme assignments in the service history.

### Resolution:

To avoid triggering Validation 10081, you must submit a deletion record for the original service history associated with the CSO scheme.  
The deletion record must be an exact match to the original entry. In a manual interface, it would appear as follows:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	MTF200000123	01/08/2022	N			CSO	A	A	FC02

# Opting In and out of Partnership

## Important Guidance on Submitting Deletion Records

- The deletion record must be submitted in a separate manual interface file that contains only records intended for deletion.
- You must notify Capita that a deletion interface is being sent. This notification should occur before or at the same time as submitting the new Partnership Scheme record.
- If you are unsure how to correctly interface these records, please consult your interface analyst for support.

### Submission Options:

- Deletion records can be submitted via either a standard or manual interface.
  - However, they must always be in a separate file from any new or updated records.
  - The file name must begin with the letter 'D', which designates it as a deletion file.
- For more detailed instructions, refer to the Standard and Manual Interface Developers Guide.

DSERVMTF2.000										
1	XX000000XMTF200000123	01/08/2022N	CSO	A	A	FC02				

To correctly transition a member from the Alpha scheme to the Partnership scheme within their first three months of service, follow these steps:

- **Submit a Deletion Record**
  - Remove the original service history that contains the scheme code 'CSO'.
  - This deletion must be submitted in a separate file from any new or updated service history records.
  - The file name must begin with 'D' to indicate it is a deletion file.
- **Submit a New Service History Record**
  - This record should reflect the member's enrolment in the Partnership Scheme.
  - Use the scheme code 'PCS'.
  - Ensure the scheme category corresponds to the pension provider selected by the member. A full list of providers and their categories is available in the Interface Developers Guide.
- **Provide Updated Pay History**
  - Include the member's pay history with accurate and up-to-date information.
  - For Laura, the most recent pay history prior to the October interface is for September.

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	MTF200000123	01/04/2022	1	30/09/2022	FC02	MTF2	A	CSO	138.00	3000.00

# Opting In and out of Partnership

When a member transitions to the Partnership Scheme, their October pay history must reflect this change accurately. Please ensure the following:

- The “Scheme Conts” field should not be populated for Partnership members.
- Instead, use the dedicated fields for:
  - Member Contributions
  - Employer Contributions
- The Scheme field must be set to PCS, not CSO.
- The Earnings field should be left blank, as it is only required for members in the Alpha scheme.

## Contribution Details

Laura has opted to contribute to the Partnership Scheme, and her employer will also contribute. Therefore, the October pay history must include the cumulative year-to-date contributions for both the member and the employer in the appropriate fields.

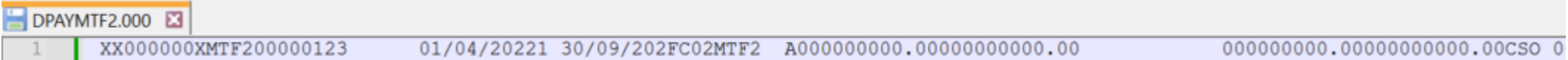
## Deleting the Existing CSO Pay History

To complete the transition:

- You must delete the existing CSO pay history, just as you did with the CSO service history.
- This can be done by submitting the latest pay history record in a manual interface spreadsheet.
- You must also inform Capita that a deletion file is being submitted.

## Important Notes:

- You can include the pay history deletion in the same manual interface spreadsheet as the service history deletion. There is no need to submit two separate spreadsheets.
- If using a standard interface, the deletion record must be submitted in a separate file, prefixed with the letter ‘D’, and should replicate the previously interfaced pay history record.



DPAYMTF2.000									
1	XX000000XMTF200000123	01/04/2022	1	30/09/202	FC02MTF2	A000000000.00	0000000000.00	000000000.00	CSO 0

Just like the service history deletion file, the pay history deletion file should mirror the format of a standard monthly interface. The only difference is that the file name must be prefixed with the letter “D”, which designates it as a deletion file.

In addition to submitting the deletion, you must also provide a new pay history record to replace the one being removed. Below is the updated pay history reflecting Laura’s enrolment in the Partnership Scheme:

- Laura is 38 years old, so her employer contributes 11% of her salary to the scheme.
- For this scenario, we assume Laura contributes an additional 5% of her salary.
- The new pay history includes the appropriate Partnership contribution fields and excludes fields not applicable to Partnership members:
  - The “Scheme Conts” field is left blank.
  - The “Earnings” field is not populated, as it is only required for Alpha scheme members.
  - The Scheme code is correctly set to PCS.

## Summary: Switching a Member from Alpha to Partnership (Within First 3 Months of Joining)

When a member transitions from the Alpha scheme to the Partnership scheme within their first three months of service, the following steps must be completed:

- **Delete the Original Service History**
  - Submit a deletion interface to remove the service history record where the scheme code is 'CSO'.
- **Delete the Original Pay History**
  - Submit a deletion interface to remove the pay history record associated with the CSO scheme.
- **Submit a New Service History Record**
  - Use a scheme code of 'PCS' (Partnership Scheme).
  - Include the correct Scheme Category based on the member's chosen pension provider.
  - Use the member's Date Joined Scheme as the start date.
  - Set the start reason to 'N' (New Joiner).
- **Submit a New Pay History Record**
  - Populate the record with the appropriate Partnership contribution fields:
    - Leave the "Scheme Conts" and "Earnings" fields blank.
    - Include cumulative year-to-date contributions for both the member and the employer.

## When a member transfers to the Partnership Scheme, am I still required to interface other HR and payroll elements such as pensionable allowances, salaries, and breaks in service?

Yes. When applicable, you must continue to interface all relevant HR and payroll elements—such as Service, Salary, Allowances, Part-Time Hours, STHours, and ST2Hours—as if the member were still in the Alpha scheme.

This information is essential, as Capita uses it to assess eligibility for Compensation Scheme benefits. Therefore, it is important that these records are kept accurate and up to date.

# Opting In and out of Partnership

## Detailed scenario – Moving from alpha to partnership more than three months after joining.

Let’s assume Laura joined the Alpha scheme on 01/08/2022. She remained in Alpha for over a year and then opted to switch to the Partnership Scheme on 01/10/2023. In this case:

- Laura will have accrued pensionable benefits under the Alpha scheme up to 30/09/2023.
- From 01/10/2023 onward, she will begin contributing to the Partnership Scheme.

### Important Interface Guidance

- Do not delete Laura’s original service history with the scheme code ‘CSO’.
- Do not delete her original pay history associated with the CSO scheme.

### Instead:

- Submit a new service history record with:
  - Scheme code: PCS
  - Start date: 01/10/2023
  - Start reason: C (Change of Scheme)
  - Correct Scheme Category based on the chosen pension provider
- Submit a new pay history record from October 2023 onward that:
  - Reflects Partnership contributions (member and employer)
  - Leaves the Scheme Conts and Earnings fields blank
  - Uses PCS as the scheme code

Assuming Laura’s initial service history was submitted as follows:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	MTF200000123	01/08/2022	N			CSO	A	A	FC02



# Opting In and out of Partnership

You must now interface a new service history record with the effective date of the scheme switch. This new record will supplement the existing Alpha service history. Assuming Laura selects Legal & General as her Partnership pension provider, her updated service history would appear as follows:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	MTF200000123	01/10/2023	TS			PCS	S4	AS	FC02

### Key Points Regarding the New Service History Record:

- The start date reflects the effective date of Laura’s transition to the Partnership Scheme.
- The start reason is ‘TS’ (Transfer to Partnership).
- The scheme code is ‘PCS’, which corresponds to the Partnership Scheme.
- The scheme category is ‘S4’, indicating that Laura is in reckonable service with Legal & General, her chosen pension provider.
- The status is ‘AS’, confirming that Laura is a permanent member of staff within the Partnership section.

Note: There is no requirement to submit a separate service history record to close the original Alpha entry (dated 01/08/2022 with scheme code ‘CSO’). The new record will simply reflect the change and coexist with the original.

### What happens if I submit a service history record with a scheme code of ‘CSO’ but use the scheme category ‘S4’?

- Hartlink validates the combination of scheme and scheme category when a service history record is submitted. If an invalid pairing is provided—such as a scheme code of ‘CSO’ with a scheme category of ‘S4’—this will trigger Validation Error **10094**.
- To resolve Validation **10094**, you must ensure that the scheme code and scheme category are correctly matched. In this example, the correct combination would be:
  - Scheme code: PCS
  - Scheme category: S4

A new pay history record with the scheme code ‘PCS’ must also be submitted. This record should include only information relevant to the Partnership Scheme.

For example, Laura’s pay history for September 2023, prior to her transition to the Partnership Scheme, appeared as follows:

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	MTF200000123	01/04/2022	1	30/09/2023	FC02	MTF2	A	CSO	552.00	12000.00

# Opting In and out of Partnership

This record does not include any Partnership-related data, as Laura’s transition occurs in October 2023, not September.

Assuming Laura continues to earn £2,000 in pensionable earnings per month and chooses to contribute 5% of her earnings to the Partnership Scheme, her October 2023 pay history—reflecting the switch—should appear as follows:

B	C	D	E	F	G	H	I	N	S	T	U	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Employer Conts (P'ship)	Employee Conts (P'ship)	Earnings
XX000000X	MTF200000123	01/04/2022	1	31/10/2023	FC02	MTF2	A	PCS		220.00	100.00	

When a member like Laura transitions from Alpha to the Partnership Scheme, Hartlink will recognise the new scheme code ‘PCS’ and create a separate pay history record. It will not overwrite the existing Alpha (CSO) pay history. Therefore, it is essential that you do not attempt to delete the previous CSO pay history.

**Key Points to Note:**

- The start date on the new pay history should be set to the start of the scheme year, even if the member switches partway through the year.
- The period number remains as 1, as this is a continuation of employment, not a new employment period.
- The end date should reflect the end of the pay period being interfaced. In this example, for the October 2023 interface, the end date should be 31/10/2023.
- The scheme code is set to ‘PCS’, indicating the member is now in the Partnership Scheme.
- The “Scheme Conts” field is left blank, as Laura is no longer contributing to Alpha.
- The Partnership contribution fields are populated with both employer and employee contributions.
- The “Earnings” field is left blank, as it is not required for Partnership members.

**Cumulative Contributions:**

As with Alpha scheme contributions, Partnership employer and employee contributions are cumulative. These values should increase month by month throughout the scheme year and reset to zero in April, when a new pay history record begins for the new scheme year.

**Final Step:**

Laura has now successfully switched from Alpha to the Partnership Scheme.  
You must still complete and submit the “Switching to Partnership” application form to Capita to finalise the process.

# Opting In and out of Partnership

## Detailed scenario – moving from Partnership to alpha

Suppose Laura remains in the Partnership Scheme for a year and then decides to return to the Civil Service Pension Scheme. Following an assessment, her employer confirms that she is eligible to rejoin the Alpha scheme.

To process this switch, you will need to submit:

- A new service history record
- A new pay history record

### Service History Requirements

- The new service history must reflect Laura’s return to Alpha by setting:
  - Scheme code: CSO
  - Scheme category: A (Alpha, reckonable service)
- There is no need to close the existing Partnership record. Submitting the new Alpha record is sufficient to reflect the change.

If Laura switches back to Alpha effective 01/10/2024, her service history record would appear as follows:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	MTF200000123	01/10/2024	C			CSO	A	A	FC02

When a member like Laura switches from the Partnership Scheme back into Alpha, specific interfacing rules must be followed to ensure the transition is processed correctly.

### Service History

- The start reason must be set to ‘C’ (Change of Circumstances).
  - Do not use ‘T’ as the start reason. This code is reserved exclusively for members migrating into Alpha on their taper date.
  - Using ‘T’ incorrectly will trigger migration validations and result in the rejection of the service history.
- The scheme code should be ‘CSO’, and the scheme category should be ‘A’ (Alpha, reckonable service).
- This guidance applies to all transfers from Partnership into the main scheme sections, not just those returning to Alpha.

### Pay History

- A new pay history record must also be submitted.
- The start date should be 01/04/2024, aligning with the beginning of the pension scheme year.
- Since Laura is rejoining Alpha, you must populate the fields relevant to Alpha members, including:
  - Scheme Contributions (Scheme Conts)
  - Earnings

# Opting In and out of Partnership

Suppose Laura’s September 2023 pay history looked like this prior to her return to Alpha:

B	C	D	E	F	G	H	I	N	S	T	U
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Employer Conts (P'ship)	Employee Conts (P'ship)
XX000000X	MTF200000123	01/04/2024	1	30/09/2024	FC02	MTF2	A	PCS		660.00	300.00

In September, Laura made her final contributions to the Partnership Scheme. As such:

- Her pay history for that month correctly uses the scheme code ‘PCS’, which is the designated code for the Partnership Scheme.
- Since she was in Partnership, the Employer and Employee Contributions (P’ship) fields are populated.
- Important: You should never use the scheme code ‘CSO’ in conjunction with populated Partnership contribution fields. These fields are exclusive to the PCS scheme.

## October Transition to Alpha

When Laura switches back to the Alpha scheme in October, the following changes must be made in the pay history:

- The scheme code must be updated to ‘CSO’, reflecting her return to Alpha.
- The Scheme Contributions and Earnings fields should now be populated, as they are relevant to Alpha members.
- The Partnership contribution fields must be left blank, as they no longer apply.

B	C	D	E	F	G	H	I	N	S	T	U	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Employer Conts (P'ship)	Employee Conts (P'ship)	Earnings
XX000000X	MTF200000123	01/04/2024	1	31/10/2024	FC02	MTF2	A	CSO	92.00			2000.00

Now that Laura has transitioned back into the Alpha scheme, her contributions are being recorded in the “Scheme Conts” field, and her earnings are being reported. This is essential for Capita to calculate her CARE (Career Average Revalued Earnings) benefit at the end of the scheme year.

You’ll also notice the following:

- The Partnership contribution fields (Employer and Employee) are no longer populated, as Laura is no longer in the Partnership Scheme.
- The first six months of Partnership contributions are not lost or deleted. Instead, Hartlink creates a second pay history record:
  - The first pay history contains data under the PCS scheme, including all Partnership contributions.
  - The second pay history reflects the CSO scheme, capturing Laura’s Alpha scheme contributions and earnings from the point of her return.

With this, Laura has successfully switched from the Partnership Scheme back into Alpha, and both her service and pay history now accurately reflect her pension journey.

# 15. Service History Combinations

The service history relies on three mandatory fields that must be used in valid combinations: Scheme, Scheme Category, and Status. If these fields are provided with an invalid combination, the system will generate an error and reject the record.

It is therefore crucial to understand the purpose of each field and how they should be correctly interfaced. These three fields are shown to the right of the diagram below.

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer

The Scheme field is a mandatory component of the service history and must be populated with one of the following two values:

- CSO – Indicates membership in the alpha scheme.
- PCS – Indicates membership in all other sections of the scheme.

**Important:**

The value ‘N’, previously used to denote non-members, is no longer valid. Sending data for non-members to Capita constitutes a breach of the Data Protection Act and the upcoming General Data Protection Regulations (GDPR). If an employee is not eligible to join the scheme, do not send their data to Capita.

**Consistency Across Records**

The same Scheme value must be used consistently in both the Service History and the Pay History records. When interfacing the Pay History:

- Ensure the Scheme value matches the one in the Service History.
- Consider the effective date of the scheme membership.

**Example:**

If a member’s service history shows:

- PCS from 01/01/2010
- Transition to CSO on 01/04/2022

**Then:**

- Use PCS for Pay History records up to the 2021–2022 period.
- Use CSO for Pay History records from 2022–2023 onwards.

**Ensuring alignment of the Scheme code between the Service History and Pay History records is essential for data integrity and accurate processing**

# Service History Combinations

## Which scheme code should I use when a member opts out of the scheme?

You must use the Scheme code that corresponds to the scheme the member has opted out from.  
For example, if a member opts out of the alpha scheme, the service history must still reflect this by populating the Scheme field with CSO.

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	MTF400000123	01/04/2023	OO			CSO	N	AO	FC04

You must also apply the same approach when a member opts out of partnership and does not wish to rejoin any other Civil Service Pension schemes. This applies even if the member initially transitions from alpha to partnership and subsequently opts out.

- If the employee later chooses to opt back into the scheme, you must:
- Assess their eligibility for rejoining.
  - Use the correct Scheme code corresponding to the section of the scheme they are eligible to join.

For example, if the member is eligible to rejoin alpha, you must opt them back in using the CSO code, as shown below:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	MTF400000123	01/04/2024	OI			CSO	A	A	FC04

## Scheme Category

The Scheme Category field indicates the type of service a member is undertaking. It determines whether the service is:

- **Non-reckonable / Non-qualifying**
- **Qualifying**
- **Pensionable**

# Service History Combinations

## Non-reckonable / Non-qualifying Service

*(For non-partnership members)*

When a member is on a non-reckonable or non-qualifying service period, you must set the Scheme Category to ‘**N**’.  
This indicates that the member is not accruing pensionable benefits during this break in service.

Note: Members in the partnership section are treated differently and will be covered separately.

## Status Field Requirements During Non-qualifying Breaks

When a member is on a non-pensionable/non-qualifying break, only two values are valid for the Status field:

- **B** – The member is a permanent employee who has not opted out of the scheme.
- **BO** – The member is a permanent employee who has opted out of the scheme.

## Non-reckonable / Non-qualifying Service

*(For partnership members)*

When a member in the partnership section of the scheme enters a non-pensionable or non-qualifying service period, you must use one of the following Scheme Category codes, depending on the pension provider the member has elected to join:

- **N1** – Scottish Widows
- **N2** – Standard Life
- **N3** – AMP/NPI
- **N4** – Legal & General

## Status Field Requirement

When using any of the above Scheme Category codes, the Status field must be set to:

- **BS** – Indicates the member is on a break of service from the partnership section of the scheme.

## Non-reckonable / Qualifying Service

*(For non-partnership members)*

When a member is on a qualifying service break, and is not part of the partnership section, there are two valid values for the Scheme Category field:

- **Q** – Indicates a qualifying service break.
- **QS** – Indicates a qualifying sick leave period.

## Status Field Requirement

When using either **Q** or **QS** as the Scheme Category, the Status field must be set to:

# Service History Combinations

Members who opt out of the pension scheme must have a Scheme Category of:

- **‘N’** – Denotes non-reckonable/non-qualifying service.

If an optant out takes an unpaid break in service, the Status must be:

- **‘BO’** – Indicates a permanent employee who has opted out of the scheme.

**Important Rule:**

Optants out must not have a Scheme Category of **‘Q’** or **‘QS’**.

As a result, the combination of:

- Scheme Category: **‘Q’** or **‘QS’**
- Status: **‘BO’** is never valid in the service history and should not be used.

**Non-reckonable / Qualifying Service**

*(For partnership members)*

When a member in the partnership section of the scheme is on a qualifying service break, the Scheme Category must reflect the member’s chosen pension provider:

- **Q1** – Scottish Widows
- **Q2** – Standard Life
- **Q3** – AMP/NPI
- **Q4** – Legal & General

**Status Field Requirement**

When using any of the above Scheme Category codes, the Status field must be set to:

- **BS** – Indicates the member is on a break of service from the partnership scheme.

**Reckonable Service**

*(For non-partnership members)*

When a member is actively accruing pensionable benefits and is not on a break of service, the Scheme Category field must reflect the specific section of the scheme they belong to:

- **A** – alpha pensionable service
- **C** – nuvos pensionable service
- **P2** – premium/classic plus pensionable service
- **P** – classic pensionable service



# Service History Combinations

## Scheme Code Alignment

The Scheme field in the service history must align with the member’s scheme section:

- Members in classic, classic plus, premium, or nuvos must have a Scheme of **PCS**.
- Members in classic plus who are accruing pensionable service must use:
  - Scheme: **PCS**
  - Scheme Category: **P2**
- Members in the alpha scheme must use:
  - Scheme: **CSO**
  - Scheme Category: **A**

**Important:** Always ensure that the Scheme and Scheme Category fields are used in valid combinations to reflect the member’s pensionable status accurately.

## Reckonable Service

*(For partnership members)*

Members who are accruing pensionable service in the partnership section must use one of the following Scheme Category codes in the service history, based on their selected pension provider:

- **S1** – Scottish Widows
- **S2** – Standard Life
- **S3** – AMP/NPI
- **S4** – Legal & General

When using any of these codes, the Scheme field must be set to:

- **PCS**

**Note:** This applies even if the member opted into partnership from the alpha scheme.

# Service History Combinations

Scheme	Scheme Category	Qualifying Service	Pensionable	Which section does this apply to?
PCS	N	N	N	Classic, Classic Plus, Premium or Nuvos
PCS	N1	N	N	Scottish Widows partnership section
PCS	N2	N	N	Standard Life partnership section
PCS	N3	N	N	AMP/NPI partnership section
PCS	N4	N	N	Legal & General partnership section
CSO	N	N	N	Alpha
PCS	Q	Y	N	Classic, Classic Plus, Premium or Nuvos
PCS	QS	Y	N	Classic, Classic Plus, Premium or Nuvos (on sick leave)
PCS	Q1	Y	N	Scottish Widows partnership section
PCS	Q2	Y	N	Standard Life partnership section
PCS	Q3	Y	N	AMP/NPI partnership section
PCS	Q4	Y	N	Legal & General partnership section
CSO	Q	Y	N	Alpha
CSO	QS	Y	N	Alpha
PCS	P	Y	Y	Classic
PCS	P2	Y	Y	Premium (and Classic Plus)
PCS	C	Y	Y	Nuvos
PCS	S1	Y	Y	Scottish Widows partnership section
PCS	S2	Y	Y	Standard Life partnership section
PCS	S3	Y	Y	AMP/NPI partnership section
PCS	S4	Y	Y	Legal & General partnership section
CSO	A	Y	Y	Alpha

# Service History Combinations

## What happens if a service history record is missing a valid combination of Scheme and Scheme Category?

If a service history record does not contain a valid combination of Scheme and Scheme Category, the following will occur:

- Validation error **10094** will be triggered, and the service history record will be rejected.

### To resolve error 10094:

- Review the record and ensure it includes a valid combination as outlined in the approved Scheme and Scheme Category table.
- If you're unsure which combination to use, please consult your interface analyst, who can provide the appropriate guidance.

## Status

The Status field must be used consistently and in conjunction with the appropriate Scheme and Scheme Category values. Incorrect combinations can lead to validation errors and rejected records.

Let's begin by reviewing the list of valid values for the Status field:

Status Code	Status
A	Permanent Appointment
AO	Permanent (Opted Out)
AS	Permanent (Partnership)
B	Unpaid Break
BO	Unpaid Break (Opted Out)
BS	Unpaid Break (Partnership)
C	Casual Appointment
CS	Casual (Partnership)
F	Fixed Term Appointment
FS	Fixed Term Appointment (Partnership)

The following Status codes ending in 'S' are exclusive to partnership members:

- **AS**
- **BS**
- **CS**
- **FS**

These codes must only be used with a Scheme of PCS.

**Important:** The CSO Scheme code is not applicable to partnership members. Therefore, do not submit a Scheme code of CSO with any of the above Status values.

# Service History Combinations

Valid Scheme, Scheme Category, and Status Combinations for Partnership Members

Scheme	Scheme Category	Status	Qualifying Service	Pensionable	Which Section does this apply to?
PCS	N1	BS	N	N	Scottish Widows partnership section
PCS	N2	BS	N	N	Standard Life partnership section
PCS	N3	BS	N	N	AMP/NPI partnership section
PCS	N4	BS	N	N	Legal & General partnership section
PCS	Q1	BS	Y	N	Scottish Widows partnership section
PCS	Q2	BS	Y	N	Standard Life partnership section
PCS	Q3	BS	Y	N	AMP/NPI partnership section
PCS	Q4	BS	Y	N	Legal & General partnership section
PCS	S1	AS	Y	Y	Scottish Widows partnership section
PCS	S2	AS	Y	Y	Standard Life partnership section
PCS	S3	AS	Y	Y	AMP/NPI partnership section
PCS	S4	AS	Y	Y	Legal & General partnership section
PCS	S1	CS	Y	Y	Scottish Widows partnership section
PCS	S2	CS	Y	Y	Standard Life partnership section
PCS	S3	CS	Y	Y	AMP/NPI partnership section
PCS	S4	CS	Y	Y	Legal & General partnership section
PCS	S1	FS	Y	Y	Scottish Widows partnership section
PCS	S2	FS	Y	Y	Standard Life partnership section
PCS	S3	FS	Y	Y	AMP/NPI partnership section
PCS	S4	FS	Y	Y	Legal & General partnership section

# Service History Combinations

If you submit one of the four specified status types with a scheme of CSO, or with a scheme category outside the ranges N1–N4, Q1–Q4, or S1–S4, the interface will return validation error 10080.

Two of these status types—AO and BO—are used for optants out:

- **AO**
- **BO**

For casual or fixed-term members who opt out of the scheme and do not participate in the partnership section, you must assign the status AO.

Members who opt out of the partnership section must also be given the status AO.

Status types AO and BO can apply to both PCS and CSO schemes, but only when used with non-reckonable scheme categories.

Optants out must use status types AO or BO, and the following combinations are considered valid:

Scheme	Scheme Category	Status	Qualifying Service	Pensionable	Which Section does this apply to?
PCS	N	AO	N	N	Classic, Classic Plus, Premium or Nuvos
PCS	N1	AO	N	N	Scottish Widows partnership section
PCS	N2	AO	N	N	Standard Life partnership section
PCS	N3	AO	N	N	AMP/NPI partnership section
PCS	N4	AO	N	N	Legal & General partnership section
CSO	N	AO	N	N	Alpha
PCS	N	BO	N	N	Classic, Classic Plus, Premium or Nuvos
PCS	N1	BO	N	N	Scottish Widows partnership section
PCS	N2	BO	N	N	Standard Life partnership section
PCS	N3	BO	N	N	AMP/NPI partnership section
PCS	N4	BO	N	N	Legal & General partnership section
CSO	N	BO	N	N	Alpha

## Remaining Status Types

The following four status types are used for other member scenarios:

- **A** – Permanent member of staff
- **B** – Break in service
- **C** – Casual member of staff
- **F** – Fixed-term member

These status types are used in different contexts and must be paired with appropriate scheme and category combinations, depending on the member's employment type and participation in the scheme.

## Status Type ‘A’ – Permanent Member of Staff

Status ‘A’ is used for members in pensionable service, whether they are full-time or part-time permanent staff. A change from status ‘A’ to ‘B’ (Break in Service) is not required during periods of absence, unless the member is on a non-pensionable or non-qualifying break.

This status is valid for members in both CSO and PCS schemes but must not be used with scheme categories that contain ‘Q’ or ‘N’.

## Status Type ‘B’ – Break in Service

Use status ‘B’ only when a member is on a non-qualifying or non-reckonable absence. This status must be paired with a scheme category containing ‘Q’ or ‘N’. It applies to both CSO and PCS members and can be used across schemes depending on the member’s pension arrangement:

- **CSO** (e.g., alpha)
- **PCS** (e.g., classic, classic plus, premium, or nuvos)

Status ‘B’ should also be used in the following cases:

- When a casual (‘C’) or fixed-term (‘F’) member experiences such an absence.

There is no need to distinguish between breaks in service for members with prior statuses of ‘A’, ‘C’, or ‘F’—all should be recorded as ‘B’ during the break.

## Status Type ‘C’ – Casual Member of Staff

Use status ‘C’ for casual members of staff who have not opted into the partnership section. This status indicates pensionable service and is valid for both CSO and PCS schemes:

- **CSO** (e.g., alpha)
- **PCS** (e.g., classic, classic plus, premium, or nuvos)

Key rules for using status ‘C’:

- Do not use it with scheme categories containing ‘Q’ or ‘N’, as these indicate non-qualifying or non-reckonable service.
- If a casual member goes on a non-qualifying or non-reckonable absence, change their status to ‘B’.
- If a casual member opts out of the scheme, use status ‘AO’. There is no distinction between a casual and a permanent member who opts out—both must be recorded as ‘AO’.
- If a casual member transitions to a permanent role, you must interface a new service history with status ‘A’.

## Status Type ‘F’ – Fixed-Term Member of Staff

Use status ‘F’ for members on a fixed-term contract who have not opted into the partnership section. This status indicates pensionable service and is valid for both CSO and PCS schemes:

- **CSO** (e.g., alpha)
- **PCS** (e.g., classic, classic plus, premium, or nuvos)

Key rules for using status ‘F’:

- Do not use it with scheme categories containing ‘Q’ or ‘N’, as these represent non-qualifying or non-reckonable service.
- If a fixed-term member goes on a non-qualifying or non-reckonable absence, change their status to ‘B’.
- If a fixed-term member opts out of the scheme, use status ‘AO’. There is no distinction between a fixed-term and a permanent member who opts out—both must be recorded as ‘AO’.
- If a fixed-term member becomes permanent, you must interface a new service history with status ‘A’.

# Service History Combinations

## Overview of Valid Status Type Combinations

The valid combinations of status types, schemes, and scheme categories are outlined below:

Scheme	Scheme Category	Status	Qualifying Service	Pensionable	Which Section does this apply to?
PCS	P	A	Y	Y	Classic
PCS	P2	A	Y	Y	Classic Plus and Premium
PCS	C	A	Y	Y	Nuvos
CSO	A	A	Y	Y	Alpha
PCS	N	B	N	N	Classic, Classic Plus, Premium and Nuvos
CSO	N	B	N	N	Alpha
PCS	Q	B	Y	N	Classic, Classic Plus, Premium and Nuvos
CSO	Q	B	Y	N	Alpha
PCS	P	C	Y	Y	Classic
PCS	P2	C	Y	Y	Classic Plus and Premium
PCS	C	C	Y	Y	Nuvos
CSO	A	C	Y	Y	Alpha
PCS	P	F	Y	Y	Classic
PCS	P2	F	Y	Y	Classic Plus and Premium
PCS	C	F	Y	Y	Nuvos
CSO	A	F	Y	Y	Alpha



# Service History Combinations

We have now identified the full set of valid combinations of Scheme, Scheme Category, and Status that can be submitted in the service history.

Any service history that includes a combination not listed in the approved tables above will be rejected and will not load into Hartlink.

It's important to note that Salary, Allowance, and Bonus records must fall within a valid service period. Therefore, if a service history is rejected, there is a higher risk that these related records will also be rejected—even if they are correctly formatted—because they rely on a valid service period to be accepted.

Ensuring that service history is submitted and loaded successfully will help to:

- Minimise the risk of further data rejections,
- Reduce the need for corrective work and associated data cleansing costs,
- Improve the overall experience for members.

## Detailed scenario – Change of Status from Casual to Permanent

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	SSC400000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	12/04/2023	Scheme Start Date for the Member
Start Code	STARTCDE	N	'N' represents a new joiner to the scheme
Scheme	SCHEME	CSO	CSO indicates the alpha scheme
Scheme Category	SCHCAT	A	The code "A" indicates that the member belongs to the Alpha section of the Civil Service Pension Scheme.
Status	SVSTAT	C	'C' in this field indicates that the member is employed on a casual basis.
Employer Code	EMPLYR	YJB	The employer code is the unique identifier assigned by Capita to each participating employer.
End Date	ENDDTE	Leave Blank	
End Reason	SVRSN	Leave Blank	

# Service History Combinations

In a manual interface, this member’s record would appear as follows:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	SSC400000123	12/04/2023	N			CSO	A	C	YJB

Within six months of joining the pension scheme, David’s employment status with YJB changes—he moves from a casual role to a permanent position. As a result, his Status changes from “C” (Casual) to “A” (Active/Permanent).

His employer submits this change by updating his service history with a new entry, as shown below:

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	SSC400000123	A combination of the Paypoint code and the member’s payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/10/2023	Scheme Start Date for the Member
Start Code	STARTCDE	N	‘N’ represents a new joiner to the scheme
Scheme	SCHEME	CSO	CSO indicates the alpha scheme
Scheme Category	SCHCAT	A	The code “A” indicates that the member belongs to the Alpha section of the Civil Service Pension Scheme.
Status	SVSTAT	A	‘A’ in this field indicates that the member is a permanent employee.
Employer Code	EMPLYR	YJB	The employer code is the unique identifier assigned by Capita to each participating employer.
End Date	ENDDTE	Leave Blank	
End Reason	SVRSN	Leave Blank	

In a manual interface, this member’s record would appear as follows:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	SSC400000123	01/10/2023	C			CSO	A	A	YJB

# Service History Combinations

## Key Points to Note:

- The start date reflects the point at which the member’s status changed from Casual to Permanent.
- A start reason code of “C” has been used, indicating a change in circumstances.
- The member’s status has been updated from “C” (Casual) to “A” (Permanent) to reflect the new contract type.

## Detailed scenario – Change of Status from Fixed Term to Permanent

In this case, David begins his employment with YJB on a fixed-term contract. As such, his initial service history should reflect this employment type. His record would be entered as follows:

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	SSC400000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	12/04/2023	Scheme Start Date for the Member
Start Code	STARTCDE	N	‘N’ represents a new joiner to the scheme
Scheme	SCHEME	CSO	CSO indicates the alpha scheme
Scheme Category	SCHCAT	A	The code “A” indicates that the member belongs to the Alpha section of the Civil Service Pension Scheme.
Status	SVSTAT	F	‘A’ in this field indicates that the member is a permanent employee.
Employer Code	EMPLYR	YJB	The employer code is the unique identifier assigned by Capita to each participating employer.
End Date	ENDDTE	Leave Blank	
End Reason	SVRSN	Leave Blank	

In a manual interface, this member's record would appear as follows:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
xx000000x	SSC400000123	12/04/2023	N			CSO	A	F	YJB

# Service History Combinations

One year after starting on a fixed-term contract, David is made a permanent member of staff. The update to his service history follows the same format as when a casual employee becomes permanent.

Key details of the change:

- The start date reflects the date David’s status changed from fixed-term to permanent.
- A start reason code of “C” is used, indicating a change in circumstances.
- His status changes from “F” (Fixed-Term) to “A” (Permanent).

This ensures that the transition is accurately recorded and aligns with data validation requirements.

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	SSC400000123	12/04/2024	C			CSO	A	A	YJB

You’ll notice that we’ve also used a start reason code of “C”, indicating a change in circumstances. With this, we’ve now demonstrated how to correctly transition a member from both casual and fixed-term employment to a permanent position within the service history.

## How should a change from fixed-term or casual to permanent status be handled if it occurs while the member is on a period of non-pensionable absence or parental leave?

- Capita has observed instances where a member’s service history changes during a period of absence.
- In such cases, it is essential to ensure that the correct scheme category and appropriate start reason are used—reflecting the member’s circumstances at the time of the change.

Consider the case where David is on a period of unpaid sick leave at the time he transitions from a fixed-term to a permanent contract. His employer has already reported the start of his unpaid sick leave in the service history, with the absence beginning on 01/04/2024.

In this situation:

- The change in employment status (from “F” to “A”) must still be recorded in the service history.
- The start date of the new service line should reflect the date the status change takes effect, even though David is on unpaid leave.
- The start reason should be recorded as “C” (Change in Circumstances).
- Care must be taken to ensure the scheme category and status accurately reflect David’s new permanent role, while also maintaining the correct record of his ongoing absence.

This ensures that both the employment status and the absence are correctly captured, supporting accurate pension administration and avoiding data validation issues.

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	SSC400000123	01/04/2024	SN			CSO	Q	B	YJB

# Service History Combinations

One year after starting on a fixed-term contract, David is made a permanent member of staff. The update to his service history follows the same format as when a casual employee becomes permanent.

Key details of the change:

- The start date reflects the date David’s status changed from fixed-term to permanent.
- A start reason code of “C” is used, indicating a change in circumstances.
- His status changes from “F” (Fixed-Term) to “A” (Permanent).

This ensures that the transition is accurately recorded and aligns with data validation requirements.

In this example, David is on unpaid sick leave—a non-pensionable break in service—at the time his contract changes from fixed-term to permanent.

- Although David is on a fixed-term contract, his status changes to “B”, indicating a break in service, starting from 01/04/2024.
- When his appointment changes to permanent on 12/04/2024, you should not report this change in the service history at that time.  
This is because the break in service status (“B”) takes precedence over employment type changes. David must remain recorded as being on a break until he returns to work.
- Once David returns from his break—in this case, on 21/04/2024—you should then update his status to “A” (Permanent).  
At this point, you do not revert to reporting him as fixed-term, as his contract has already changed.

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	SSC400000123	21/04/2024	RB			CSD	A	A	YJB

In this scenario, David is returning from a break in service (e.g. unpaid sick leave). The following points are important when updating his service history:

- As David is returning from a break, the start reason should be recorded as “RB” (Return from Break), not “C” (Change in Circumstances).
- His status is now “A”, indicating he is a permanent employee.
- His scheme category changes from “Q” (Qualifying period of sickness) to “A”, reflecting his return to pensionable service.

It is essential that both the scheme category and status accurately reflect the member’s circumstances to ensure correct calculation of pensionable benefits.

## Important Rules to Remember:

- When a member is on a break in service, indicated by a status of “B”, this status takes precedence over employment type. Regardless of whether the member is permanent, casual, or fixed-term, their status must be recorded as “B” during the break.
- For members in the Partnership scheme:
  - A fixed-term member has a status of “FS”.
  - If they go on a non-pensionable break, their status must change to “BS”.
  - If their contract changes to permanent while on a break, you must retain the “BS” status until they return.
  - Upon return, their status should be updated from “BS” to “AS”, reflecting their new permanent status in the Partnership scheme.

**Summary:**

- **Purpose of Service History**  
Service history is used to indicate whether a member is accruing pensionable, non-pensionable, or non-qualifying service.
- **Validation Dependencies**  
Other records—such as salary, allowance, and bonus—are validated against service periods. These records will be rejected if submitted outside a valid service period.
- **Scheme Identifiers**
  - CSO: Indicates membership in the alpha scheme and must only be used with scheme categories 'A', 'N', 'Q', or 'QS'.
  - PCS: Indicates membership in classic, classic plus, premium, nuvos, or partnership schemes.
- **Data Validation Requirement**  
Submitting an invalid combination of scheme, scheme category, and status will result in the rejection of the service history.

## 16. The purpose and use of the ALTKEY field

Interface records must reliably and uniquely identify the correct member record on Hartlink. If data is not matched accurately, records may be rejected.

The National Insurance number is the primary identifier used to match interface records to the correct member on Hartlink. Other fields—such as surname or date of birth—cannot be relied upon for unique identification. These fields are subject to change: for example, a surname may change due to marriage, and a date of birth may be corrected later if it was initially entered incorrectly (a “keying” error).

In some cases, a member may hold multiple concurrent roles within the Civil Service. For instance, consider Susan, who works for two different employers at the same time and is accruing benefits from both roles. Each employer submits a monthly interface record containing Susan’s pay history and other updates, such as salary, service, and allowances.

To prevent data from one employer overwriting data from the other, two separate records are created for Susan on Hartlink. However, if neither employer provides an ALTKEY, the BASIC records for Susan may appear nearly identical, increasing the risk of data conflicts.

Here is an example of how Susan’s BASIC records might look in such a scenario:

Record 1

NINO	ALTKEY	SURNAME	NAME1	Date of Birth	Employer
XX000000X		HUGHES	SUSAN	01/01/1900	SPS

Record 2

NINO	ALTKEY	SURNAME	NAME1	Date of Birth	Employer
XX000000X		HUGHES	SUSAN	01/01/1900	HOC

You’ll notice that Susan’s National Insurance number is identical across both records—highlighting that it cannot uniquely identify a single member record. Additionally, neither employer has provided an ALTKEY, which would otherwise help distinguish between the two roles.

Now, suppose SPS submits a salary update for Susan intended for the first record. Without an ALTKEY to differentiate the records, Hartlink may not be able to determine which of Susan’s two records the update belongs to.

NINO	ALTKEY	Notional Pay
XX000000X		32000

When the interface attempts to process the salary update, it will locate two records associated with Susan’s National Insurance number. Because there is no ALTKEY to distinguish between them, the system cannot identify a unique member record. As a result, the salary update will be rejected to prevent incorrect data from being applied.

# The purpose and use of the ALTKEY field

## What role does the ALTKEY play in ensuring accurate record matching?

Now, suppose each employer had provided an ALTKEY for Susan at the point she joined the scheme. In that case, her records on Hartlink would appear as follows:

Record 1

NINO	ALTKEY	SURNAME	NAME1	Date of Birth	Employer
XX000000X	LNSP00000123	HUGHES	SUSAN	01/01/1900	SPS

Record 2

NINO	ALTKEY	SURNAME	NAME1	Date of Birth	Employer
XX000000X	MTHC00000123	HUGHES	SUSAN	01/01/1900	HOC

Interface Record

NINO	ALTKEY	Notional Pay
XX000000X	LNSP00000123	32000

When a new salary update is submitted via the interface, the presence of an ALTKEY allows Hartlink to uniquely identify the correct member record. This ensures the salary is applied to the appropriate employment instance, updating the record accurately.

As a result, there are fewer data rejections, and less manual intervention is required to correct errors—saving time and reducing administrative workload.

## What is the ALTKEY?

The ALTKEY is a unique identifier used within Hartlink to accurately match interface data to the correct member record. It plays a crucial role in preventing data mismatches, especially when a member has multiple employments.

Key points about the ALTKEY:

- **Purpose:** It ensures that each interface record is loaded against the correct member record in Hartlink.
- **Structure:** The ALTKEY is a concatenation of the member’s 4-character Pay Point code and their Payroll Number.
- **Assumption:** Capita assumes that each Payroll Number is unique within an employer’s payroll system.
- **Why it’s needed:** Since different payroll systems may use the same Payroll Number, adding the Pay Point code as a prefix creates a truly unique reference. This allows Hartlink to distinguish between members across the entire Civil Service membership.



# The purpose and use of the ALTKEY field

## What are the potential consequences of not supplying an ALTKEY when a member holds multiple jobs?

- As demonstrated in the example above, if the ALTKEY field is not provided, the interface process is unable to uniquely identify which member record the incoming data should be applied to. In such cases, the system rejects the interface record to prevent incorrect updates.
- Specifically, Validation **10327** is triggered when an interface record cannot be uniquely matched to a member on Hartlink. When this validation fails, the data is not loaded, and the record must be corrected and resubmitted—resulting in delays and additional administrative effort.

Providing the ALTKEY significantly reduces the likelihood of errors that employers need to resolve. It ensures that member records are updated accurately and promptly, which in turn supports a smoother, more reliable experience for members.

## Does the ALTKEY serve any functions beyond member record identification?

Yes. In addition to uniquely identifying a member record for interface data matching, the ALTKEY can also be used to amend an incorrect National Insurance number. This ensures that updates are applied to the correct member record, even when the primary identifier (NINO) needs to be corrected.

Suppose Susan's National Insurance number was entered incorrectly and submitted to Capita due to a keying error.

Her employer sends a full set of interface records, including:

- **Basic record**
- **Address**
- **Service**
- **Salary**
- **Pay history**

However, the incorrect National Insurance number is included on all five records.

# The purpose and use of the ALTKEY field

## Basic Record

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000Y	Identifier used to find correct member record
Group & Staff Number combined	ALTKEY	LNSP00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Surname	SURNAME	Hughes	
First Name	NAME1	Susan	
Date Of Birth	DOB	01/01/1900	
Title	TITLE	MISS	Hartlink supports a wide range of personal titles. For a complete and up-to-date list, please contact your interface analyst.
Employer*	EMPLYR	SPS	Unique code provide by Capita
Member's Gender	SEX	F	Only use M or F
Paypoint	PAYPNT	LNSP	
Marital Status	MARSTAT	S	

Susan's employer mistakenly submitted her National Insurance number as XX000000Y instead of the correct XX000000X—a simple keying error. Since no other member on Hartlink had the incorrect NINO, the system treated it as a new member and created a duplicate record for Susan with the wrong NINO.

Later, the employer identifies the mistake and corrects Susan's HR and payroll records. To rectify the issue on Hartlink, the employer submits a new BASIC record with the correct National Insurance number (XX000000X).

# The purpose and use of the ALTKEY field

## Basic Record

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number combined	ALTKEY	LNSP00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Surname	SURNAME	Hughes	
First Name	NAME1	Susan	
Date Of Birth	DOB	01/01/1900	
Title	TITLE	MISS	Hartlink supports a wide range of personal titles. For a complete and up-to-date list, please contact your interface analyst.
Employer*	EMPLYR	SPS	Unique code provide by Capita
Member's Gender	SEX	F	Only use M or F
Paypoint	PAYPNT	LNSP	
Marital Status	MARSTAT	S	

If Susan's National Insurance number was incorrectly submitted (e.g., XX000000Y instead of XX000000X), the interface process would not be able to match the incoming data to her existing record based on NINO alone. However, if the ALTKEY is provided, Hartlink can still correctly identify Susan's record.

- The ALTKEY allows the interface to locate the correct member record, even when the NINO is incorrect.
- When the corrected BASIC record is submitted with the correct NINO and the same ALTKEY, Hartlink will update the NINO field on Susan's existing record.
- Subsequent interface records using the correct NINO will then successfully match and update Susan's record.

### Without the ALTKEY:

- Hartlink would treat the corrected NINO as belonging to a new member, creating a duplicate record for Susan.
- This could result in confusing or incorrect member correspondence, and a poor member experience.

**Important:** Although the ALTKEY can be used to correct a National Insurance number, due to the critical nature of the NINO field, any errors must be reported to your interface analyst. They will ensure the data is corrected properly and prevent the creation of multiple records for the same member.

# The purpose and use of the ALTKEY field

## How can Susan’s National Insurance Number be updated in the system?

Susan’s member record currently holds an incorrect National Insurance Number (NINO): XX000000Y. The incoming interface submission contains her correct NINO: XX000000X. However, because the NINO in the interface does not match the one on Susan’s record, the system is unable to match her record based on NINO.

As a result, the interface process proceeds to match using the ALTKEY. Through this alternative identifier, the system incorrectly matches the record to Susan’s member record. Consequently, the NINO on Susan’s record is updated to XX000000X, which is actually Susan’s correct NINO—resulting in an incorrect update to Susan’s record.

## ALTKEY and Unique Member Identification

The ALTKEY serves as a unique member reference used to accurately identify individual member records within the system. It plays a critical role in ensuring data integrity during interface submissions.

### Importance of Unique Identifiers

Using non-unique identifying fields can lead to:

- Data rejection, where the system cannot confidently match the record.
- Incorrect data assignment, where information is mistakenly loaded to the wrong member record.

To mitigate these risks, a unique ALTKEY is constructed by concatenating:

- The member’s payroll number (assumed to be unique within a payroll), and
- A four-character paypoint code provided by Capita.

This combination ensures uniqueness across different payroll systems, even if the same payroll number exists in multiple systems.

### Example

Consider two paypoints:

- RTER and RRWS, each with a member assigned payroll number 1234.

By prefixing the payroll number with the paypoint code:

- The ALTKEY for the RTER member becomes: RTER00001234
- The ALTKEY for the RRWS member becomes: RRWS00001234

This method guarantees that each ALTKEY is unique, even when payroll numbers are duplicated across systems.

### Summary

- **Definition:** The ALTKEY is a unique identifier created by concatenating the four-character paypoint code with the member’s payroll number.
- **Purpose:** It ensures that interface records are accurately matched and loaded to the correct member record.
- **Usage:**
  - Should be provided for all members and all interface records.
  - Helps to reduce validation failures and minimise rework during the interface process.
- **Special Note:**
  - The ALTKEY can be used to update an incorrect National Insurance Number (NINO).
  - However, if a NINO has been incorrectly interfaced, you must still notify your analyst to ensure proper handling and audit tracking.

# 17. STHours and ST2Hours

STHours and ST2Hours are short time hours history records that reflect additional hours of service accrued by a member. These hours contribute to enhancing the member's pensionable benefits at the point of a crystallisation event.

**Key Points:**

- These records indicate supplementary service time that impacts pension calculations.
- They are essential for ensuring that members receive the full value of their accrued benefits.
- STHours and ST2Hours must be provided for all sections of the scheme, without exception.

**Why is it necessary to provide STHours and ST2Hours for alpha or partnership members?**

Even for members in the alpha or partnership schemes, these records are important because they may be used in specific benefit calculations, such as compensation awards. Providing accurate STHours and ST2Hours ensures that all relevant service history is captured and that members receive the correct entitlements when such events occur.

The effective date must fall within a valid period of the member's service history. Specifically:

- It must not be earlier than the member's scheme join date.
- It must not be later than the member's scheme exit date.
- It must not fall within a period of non-reckonable absence, during which service is not counted for pension purposes.

Ensuring the effective date aligns with valid service periods helps maintain data accuracy and prevents processing errors.

**What Happens If the Effective Date Is Not Within a Valid Service Period?**

If the effective date or start date for STHours or ST2Hours does not fall within a valid period of service history, the following will occur:

**1. Interface Rejection**

- The interface process will reject the data with one of the following validation errors:
  - 10286 – for Short Time (STHours) records.
  - 10297 – for Short Time Accumulative (ST2Hours) records.
- The data will not be loaded to Hartlink and therefore cannot be used in any pension benefit calculations.

**2. How to Correct the Issue**

- You must resubmit the STHours or ST2Hours record using an effective date that falls within a valid service period.

**3. If the Effective Date Is Correct but Service History Is Not**

- If you believe the effective date is accurate, but the service history is incorrect, contact your interface analyst.
- The analyst will guide you through the process of correcting the service history, which may involve:
  - Submitting a new service history, and
  - Possibly deleting the existing service history.
- Once the service history is corrected, you will need to resubmit the STHours or ST2Hours record with the updated information.

## Eligibility for STHours and ST2Hours Records

- STHours and ST2Hours records must only be provided for part-time members.
- Full-time members are not eligible to accrue additional pensionable benefits through these records, even if they work extra hours to cover unpaid absences.
- If a full-time member transitions to part-time, you may begin submitting short time hours records from the point they become part-time.
- Conversely, if a part-time member becomes full-time, you may submit retrospective short time hours records for the period during which they were part-time, but not for any period of full-time employment.

## What If the Effective Date Is Not Within a Period of Part-Time Service?

If the effective date or start date of an STHours or ST2Hours record does not fall within a valid part-time service period, the following will occur:

### Validation Error

- The interface will reject the record with validation error **10283**.
- The data will not be loaded to Hartlink and therefore cannot be used in pension benefit calculations.

### How to Correct the Record

- You must adjust the effective date of the STHours or ST2Hours record so that it falls within a valid part-time service period.

## If the Effective Date Is Correct but the Part-Time History Is Not

- If you believe the effective date is correct and the issue lies with the Part-Time Hours history, contact your interface analyst.
- The analyst will advise on how to correct the part-time history, which may involve:
  - Submitting a new Part-Time Hours history, and
  - Possibly deleting the existing history.
- Once the part-time history is corrected, you will need to resubmit the STHours or ST2Hours record with the updated service context.

## Additional Guidance on STHours and ST2Hours Records

### Positive and Negative Hours

- STHours and ST2Hours can reflect both positive and negative values:
  - Positive hours indicate additional hours worked beyond contracted part-time hours.
  - Negative hours apply when a part-time member works fewer than their contracted hours.
- This functionality is only applicable to part-time members.

### Future-Dated Records Not Allowed

- You must not submit STHours or ST2Hours records with an effective date (or start date for ST2Hours) that is in the future—i.e., after the current system date.
- Future-dated records will be rejected by the interface.

### Weekend Hours

- Additional hours worked over a weekend can be recorded using STHours or ST2Hours only if the weekend forms part of the member's normal working pattern.
- If the weekend is not part of the member's contracted working schedule, you must not interface these hours.

## What If the Effective Date or Start Date Is After the Current System Date?

If the effective date (for STHours) or start date (for ST2Hours) is in the future—i.e., after the current system date:

### Validation Outcome

- The record will trigger validation error **10292**.
- It will be rejected by the interface, meaning:
  - It will not be loaded to Hartlink.
  - It cannot be used in any pension benefit calculations.

### How to Resolve

- You can either:
  - Correct the effective/start date so it reflects a valid, current or past date, or
  - Wait until the effective date has passed, and then resubmit the record in your next interface submission.

## Limits on Additional Short Time Hours

While additional hours must have an effective date that falls within a valid part-time service period, it's equally important to ensure that the total hours worked do not exceed the full-time equivalent.

### For example:

- If a member is contracted to work 25 hours per week out of a possible 37 full-time hours, the maximum additional short time hours that can be recorded is 12 hours.
- Submitting more than this would exceed the full-time threshold and result in a validation error or rejection.

This rule ensures that short time hours accurately reflect additional part-time work without exceeding the limits of a full-time schedule.

## What If Short Time Hours Exceed the Full-Time Equivalent?

If the number of short time hours submitted exceeds the member's full-time equivalent (FTE) contracted hours, the record will be rejected and cannot be used in benefit calculations.

### Validation Outcomes:

- **STHours Records**
  - If the hours exceed the FTE limit, the system will trigger validation error **10287**.
  - The record will be rejected, not loaded to Hartlink, and excluded from benefit calculations.
- **ST2Hours Records**
  - If the hours exceed the FTE limit, the system will trigger validation error **10299**.
  - The record will be rejected, not loaded to Hartlink, and excluded from benefit calculations.

### How to Correct the Error:

- Review the member's contracted part-time hours and the FTE benchmark.
- Reduce the additional hours so that the total does not exceed the full-time equivalent.
- Resubmit the corrected record in your next interface submission

Detailed scenario

Consider Dan, a part-time employee contracted to work 25 hours per week out of a possible 37 full-time hours. Dan transitioned to part-time status on 02 October 2023, following a period of full-time employment. His normal working pattern includes weekend work, which is relevant when recording additional hours.

Dan’s part-time hours history is outlined as follows:

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	WDDE00000123	A combination of the Paypoint code and the member’s payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	02/10/2023	The start date of the part-time service period
End Date	ENDDTE	Leave Blank	This field should only be populated when the member leaves employment or transitions from part-time to full-time status. If the member opts out of the pension scheme but remains employed, the end date should not be entered.
Employer	EMPLYR	DFE	The employer code is the unique identifier assigned by Capita to each participating employer.
Part Time hours	PTHRS	25	The number of hours the member is contracted to work each week, as specified in their employment contract.
Full Time Hours	FTHRS	37	The number of hours a full-time employee in the equivalent role would be contracted to work per week.

Dan normally works 5 hours per day as part of his part-time contract. However, on 10 October 2023 and 12 October 2023, he is asked to work an additional 2 hours and 30 minutes on each day. Since Dan is contracted to work 25 hours per week out of a possible 37 full-time hours, he can accrue up to 12 additional hours per week without exceeding the full-time threshold.

Therefore, his employer can submit two STHours records for the additional time worked, as follows:



# STHours and ST2Hours

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	WDDE00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Effective Date	EFFDTE	09/10/2023	The service date corresponding to the additional hours worked
Employer	EMPLYR	DFE	The employer code is the unique identifier assigned by Capita to each participating employer.
Hours Variation	ADJHRS	2.5	Recorded additional hours

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	WDDE00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Effective Date	EFFDTE	10/10/2023	The service date corresponding to the additional hours worked
Employer	EMPLYR	DFE	The employer code is the unique identifier assigned by Capita to each participating employer.
Hours Variation	ADJHRS	2.5	Recorded additional hours

Dan’s employer submits two STHours records—one for each day (10th and 12th October 2023) when Dan worked 2 hours and 30 minutes of additional time. These are recorded in the Hours Variation field, which captures the actual number of additional hours worked.

Later, Dan agrees to work an additional 5 hours on both Saturday and Sunday (14th and 145h October). However, this introduces a limit:

- Dan is contracted to work 25 hours per week.
- He has already worked 5 additional hours (2.5 hours on each of the 10th and 12th).
- The full-time equivalent (FTE) cap is 37 hours, so Dan can only accrue up to 12 additional hours in total.

This means:

- Only 7 more hours can be recorded as “Reckonable” service (i.e. pensionable).
- The remaining 3 hours must be treated as non-pensionable and should not be interfaced via STHours or ST2Hours.

# STHours and ST2Hours

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	WDDE00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Effective Date	EFFDTE	14/10/2023	The service date corresponding to the additional hours worked
Employer	EMPLYR	DFE	The employer code is the unique identifier assigned by Capita to each participating employer.
Hours Variation	ADJHRS	5	Recorded additional hours

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	WDDE00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Effective Date	EFFDTE	15/10/2023	The service date corresponding to the additional hours worked
Employer	EMPLYR	DFE	The employer code is the unique identifier assigned by Capita to each participating employer.
Hours Variation	ADJHRS	2	Recorded additional hours

From the two additional records, you can see that although Dan worked 5 hours on Sunday, 15 October 2023, only 2 of those hours have been credited as pensionable service. This ensures that Dan does not exceed his full-time equivalent (FTE) limit of 37 hours for the week (25 contracted hours + 5 hours already worked on 10th and 12th October + 2 additional hours on the 15th).

In practice, Dan still worked the full 5 hours on that Sunday, but only 2 hours are reckonable for pension purposes. The remaining 3 hours are non-pensionable and:

- Must not be included in the STHours or ST2Hours records.
- Must not have pension contributions deducted.

### Negative Adjustments for Reduced Hours

In the following week, on Wednesday, 18 October, Dan works 2 hours fewer than his contracted hours. With his employer's agreement, this shortfall is recorded by submitting a Short Time Hours history record with a negative hours adjustment, reflecting the reduction in pensionable service for that day.

# STHours and ST2Hours

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	WDDE00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Effective Date	EFFDTE	18/10/2023	The service date corresponding to the additional hours worked
Employer	EMPLYR	DFE	The employer code is the unique identifier assigned by Capita to each participating employer.
Hours Variation	ADJHRS	-2	Recorded additional hours

In a manual interface, the records described above—covering Dan’s additional and reduced hours—should all be included in the same interface file for October 2023. The data would be structured as follows:

B	C	D	E	F
NI Number	Alt Key	Effective Date	Hours Variation	Employer
XX000000X	WDDE00000123	09/10/2023	2.5	DFE
XX000000X	WDDE00000123	10/10/2023	2.5	DFE
XX000000X	WDDE00000123	14/10/2023	5	DFE
XX000000X	WDDE00000123	15/10/2023	2	DFE
XX000000X	WDDE00000123	18/10/2023	-2	DFE

## Can the Unused Hours from Sunday, 15 October Be Carried Over to the Following Week?

No, unused hours from one service period must not be carried over into another. While doing so may not trigger a validation error, it would be non-compliant with scheme rules.

### Under the scheme:

- Pensionable service must be accrued on the actual day it is worked.
- Hours worked cannot be retrospectively or prospectively reallocated to a different service period for the purpose of pension accrual.

However, if Dan’s employer chooses to have him work the additional 3 hours in the next service period, those hours can be recorded as new pensionable service, provided they are genuinely worked in that period.

### For example:

- If Dan works 2 hours on 15 October (within his allowable pensionable limit for that week), and then works 3 additional hours the following week, all 5 hours can be considered pensionable—as long as they are worked within their respective service periods.

## Can I Use STHours for a Partial Retiree Working Reduced Hours?

It depends on the member’s full-time equivalent (FTE) status after retirement.  
If Dan has partially retired and continues to work, but his contracted hours are reduced, you can only use STHours or ST2Hours if he is still considered part-time.

### For example:

- If Dan’s new full-time equivalent hours are set at 25 hours per week, and he works 25 hours, he is now classified as a full-time employee under the revised terms.
- In this case, he cannot accrue additional hours through STHours or ST2Hours, as these records are only applicable to part-time members.

### To summarise:

- STHours/ST2Hours can only be used if the member is working fewer than their full-time equivalent hours.
- Once a member is working at or above their FTE, they are no longer eligible to accrue additional reckonable service through these records.

## Detailed scenario 2

Dan continues to work under his 25-hour part-time contract, but his employer frequently asks him to work additional hours, which vary depending on the tasks assigned. While the employer keeps detailed records of when and how many additional hours Dan works, they have chosen to use the ST2Hours record to simplify the interface process.

## Why Use ST2Hours Instead of STHours?

- STHours is used to record additional hours worked on a single day. It does not require an end date, as it only applies to one specific date.
- ST2Hours, on the other hand, is designed to capture additional hours worked over a period of time. It must include both a start and an end date, indicating the range over which the hours were accrued.

This makes ST2Hours ideal when a member works multiple additional sessions within a service period, as it allows the employer to submit a single record rather than multiple daily entries.

### Important Note:

Unlike other history records such as salary or allowance history, ST2Hours must always include an end date, as it defines the duration over which the additional hours were worked.

Effective Date	Additional Hours
09/10/2023	2.5
10/10/2023	2.5
14/10/2023	5
15/10/2023	2

# STHours and ST2Hours

However, we can utilise the ST2Hours record to streamline the data submitted to Capita.

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	WDDE00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	09/10/2023	The start date of the period when additional hours were worked.
End Date	ENDDTE	15/10/2023	The end date of the period when additional hours were worked.
Employer	EMPLYR	DFE	The employer code is the unique identifier assigned by Capita to each participating employer.
Hours Variation	ADJHRS	12	Recorded additional hours

Within a manual interface, this would typically be displayed as:

B	C	D	E	F	G
NI Number	Alt Key	Start Date	End Date	Hours Variation	Employer
XX000000X	WDDE00000123	09/10/2023	15/10/2023	12	DFE

This interface displays the accumulated total of additional hours worked during a defined service period. Typically, this period is one week. Unless you have a different arrangement previously agreed with Capita, you must report additional hours in weekly intervals. As a result, you may submit up to five ST2Hours records in a single month—four for each full week, and one for any remaining days at the end of months that exceed 28 days.

# STHours and ST2Hours

For example, if Dan works additional hours throughout the month starting on 9th October 2023, his ST2Hours interface records might appear as follows:

B	C	D	E	F	G
NI Number	Alt Key	Start Date	End Date	Hours Variation	Employer
XX000000X	WDDE00000123	09/10/2023	15/10/2023	12.00	DFE
XX000000X	WDDE00000123	16/10/2023	22/10/2023	10.50	DFE
XX000000X	WDDE00000123	23/10/2023	29/10/2023	6.25	DFE
XX000000X	WDDE00000123	30/10/2023	31/10/2023	1.75	DFE

## Why can't I just use STHours instead of ST2Hours?

It's true that you can achieve the same end result using only the STHours interface. Capita will accept valid STHours records that meet the required criteria—such as falling within a valid service period and aligning with the part-time hour's history.

However, using ST2Hours is a far more concise and efficient method for interfacing additional hours data. It simplifies the process, especially when dealing with weekly totals.

Moreover, ST2Hours can also be used to report additional hours worked on a single day. For example, if Dan works 5 additional hours on 9th October 2023 and does not work any other additional hours that week, his employer can submit an ST2Hours record for the period 9th–15th October with adjusted hours set to 5.

## Summary of STHours and ST2Hours Usage

- STHours is used to record additional hours worked on a single day.
- ST2Hours is used to record additional hours worked across a period, typically a week.
- Both record types should only be used for part-time members.
- Adjusted hours can be negative, but must not reduce the part-time hours balance below zero. A zero balance is acceptable for zero-hours contracts.
- The combined total of STHours and ST2Hours must not exceed the full-time equivalent hours.
- ST2Hours periods must be weekly, unless:
  - A different arrangement has been agreed with Capita, or
  - The period covers a partial month end, such as when a member leaves partway through the month. In such cases, the period must be less than one week.

# 18. Control Totals

Each standard interface submission must be accompanied by a Control Totals (CTOT) file. This file serves as a reconciliation tool, ensuring that the actual data received by Capita matches the data the employer intended to send.

## Purpose of Control Totals

Control totals act as a safeguard to:

- Confirm that the correct volume and values of data have been transmitted.
- Prevent partial or unintended data loads.
- Ensure data integrity before processing.

For example, if an employer expects to send 10,000 salary updates but Capita receives only 5,000 records, the data will not be loaded. Instead, Capita will refer the issue back to the employer for investigation.

## CTOT File Format

- The CTOT file is submitted separately from the main interface data.
- The file name follows this format:  
CTOT + *[four-character paypoint code]* + *[three-digit sequence number]\*\**  
Example:
  - First submission for paypoint RETR: CTOTRETR.001
  - Second submission: CTOTRETR.002
- The total file name length is always 12 characters, including the extension.

## Important Notes

- Manual spreadsheet interfaces do not include control totals.
- If you submit deletion files, their values and record counts must not be included in the CTOT file.

## Contents of the CTOT File

The CTOT file includes three types of data:

- Record Counts – The number of each type of record submitted.\*
- Value Totals – The sum of relevant values within each record.\*
- Metadata – Information about the file itself (e.g., paypoint, sequence number, date).

\* *Record types and values must align with the structure and logic of the associated interface.*

## Count Fields in the CTOT File

Each count field in the CTOT file represents the number of records submitted for a specific data type within the standard interface. These are simple integer values that reflect the number of rows in each corresponding interface file.

### Key Points:

- A standard interface is made up of multiple files, each representing a different type of data (e.g., Address, Salary, Basic).
- Each file type has a corresponding count field in the CTOT file.
- The count must be a numeric value, padded with leading zeros to maintain a fixed length (typically 10 digits).

### Example:

If the BAS file (which contains Basic records) includes 189 records, the corresponding count field in the CTOT file would be:

BASICCNT = 0000000189

This ensures that Capita can verify the number of records received matches the number expected, helping to maintain data integrity during processing.

## What Value Should I Use in a Count Field If I Don't Submit That File Type?

If a particular file type is not included in your interface submission, you must still populate its corresponding count field with a zero-filled value.

### Key Guidelines:

- Use a zero for each character in the field.
- For a 10-character count field, enter:0000000000
- 

### Example:

If no Address (ADD) file is submitted for the month (e.g., no address changes occurred), the corresponding count field should be:

ADDRCNT = 0000000000

This is expected behavior, as the standard interface only requires submission of changes. It is common for some file types to be omitted in a given month.



## Sum Fields in the CTOT File

Sum fields are control total fields that represent the cumulative total of specific numeric values from a particular field within a specific file type. These totals help ensure the integrity of the data submitted in the interface.

### Key Characteristics:

- Sum fields must include decimal places, even if the value is zero.
- The format should be zero-padded to the left, with two decimal places (e.g., 00000000000000.00).
- If a file type is not submitted, the corresponding sum field must still be populated with zeros and a decimal point.

### Examples:

- **SHBASTOT:**  
Represents the sum of all NOTPAY (notional pay) values in the SAL (Salary) file.  
If the SAL file contains three records with notional pay values of £10,000, £20,000, and £30,000, the SHBASTOT field would be:

SHBASTOT = 0000000060000.00

- If no SAL file is submitted, the SHBASTOT field must be:

SHBASTOT = 0000000000000.00

- **PDEDSTOT:**  
Represents the sum of multiple contribution fields in the PAY (pay history) file. This field totals all relevant contribution values across all PAY records.

### Ensure your extraction process correctly sums the fields as defined in the developer’s guide.

- **STADJTOT and ST2ADJTOT:**  
These fields represent the sum of adjusted hours in the STHours and ST2Hours files, respectively.
  - They can contain negative values if the total adjusted hours are negative.

### Important Note:

- Failure to reconcile the sum totals in the CTOT file with the actual values in the interface files will result in the entire interface failing to process.

# Control Totals

## Meta Data Fields in the CTOT File

Meta data fields are fields in the CTOT file that are not count or sum fields. Instead, they provide contextual information about the interface submission itself. These fields are essential for validating that the data being processed aligns with expectations.

### Purpose of Meta Data Fields

- Ensure consistency between the CTOT file and the associated interface files.
- Help Capita verify that the correct data is being processed.
- Prevent mismatches that could cause the interface to fail.

### Key Meta Data Fields Include:

- Paypoint – Identifies the source of the data.
- Sequence Number – Must match the file extension of all submitted interface files (e.g., .001, .002).

If the sequence number in the CTOT file does not match the submitted files, the interface will not load.

- Pay Period End Date – Indicates the end of the pay period the data relates to.

### Year-End Flag

- Also included in the CTOT file.
- Not used for validation but serves a functional purpose.
- Indicates that the CARE scheme year can be closed.
- Only required once per year, after all pay history updates for the scheme year have been submitted.

## What Happens If Control Totals Don't Match the Interface Data?

If the control totals in your CTOT file do not align with the actual data in the interface files—either in terms of record counts or sum totals—Capita will reject the interface, and it will not be loaded.

### How You'll Be Notified

- Your interface analyst will notify you via email.
- This will be followed up with a phone call to ensure the issue is addressed promptly.
- To avoid delays, it is essential that Capita has your up-to-date contact details.

If you're unsure what contact information Capita holds, you can reach out to your interface analyst to confirm or update it.

### Your Responsibility

- Regardless of where the data originates, it is the employer's responsibility to ensure that interface issues are resolved.
- If you use a third-party provider (e.g. a payroll bureau or shared service centre), you must still take ownership of the issue and work with them to resolve it.
- Capita will provide reasonable support, but the responsibility for correcting and resubmitting the data lies with you.

# Control Totals

## Why Might Interface Data Not Match the Control Totals?

There are several reasons why the data submitted in an interface might not align with the control totals. These discrepancies can prevent the interface from being processed and must be resolved before the data can be loaded.

### Common Causes:

- **File Transfer Failures:**  
In some cases, the file transfer mechanism may fail to transmit all interface files to Capita. This can result in:
  - Entire files not being received.
  - Partial transmission of files, leading to incomplete data.
- **System Output Errors:**  
Capita has observed instances where payroll systems have incorrectly duplicated values in interface files. For example, salary values may be doubled due to a system fault.
  - These issues are often detected through validation against control totals.
  - Early detection helps prevent incorrect benefit payments or inaccurate benefit statements.
- **Human or System Error:**  
Whether due to manual mistakes or automated system faults, any mismatch between the control totals and the actual data will result in the entire interface being rejected.

### Capita's Response:

- If a mismatch is detected, Capita will not load the interface.
- Your interface analyst will notify you via email, followed by a phone call.
- The issue must be investigated and resolved by the employer, even if a third party (e.g. payroll bureau) is involved.

## Summary of Control Totals in Interface Submissions

- The control totals file (CTOT) ensures that the actual data received matches the expected data across all interface files.
- Manual spreadsheet interfaces do not require control totals.
- If the data in the interface files does not reconcile with the control totals, the entire interface will be rejected, potentially delaying the processing of member records and benefits.
- There are three types of control total fields:
  - Count Fields – Total number of records per file type.
  - Sum Fields – Cumulative totals of specific numeric fields.
  - Meta Data Fields – Information about the interface itself (e.g., paypoint, sequence number).
- It is the employer's responsibility to resolve interface issues, even when using third-party providers (e.g., payroll bureaux or shared service centres).  
Capita has no contractual relationship with these third parties and cannot liaise with them directly

# 19. Inserts, Updates and Deletions

## Inserting a Record

Most records submitted via the interface to Capita are inserted into the system rather than amended or deleted. This means that each submission creates a new entry in the database, linked to a specific member, without altering or removing existing data.

### Key Points:

- Interface records are additive—they do not overwrite existing records.
- They are used to build a historical timeline of data for each member.
- This approach ensures a complete audit trail of changes over time.

### Example Scenario: Salary History

Consider a member who receives a salary increase every year, effective from 1st April.

- In the first year of joining the scheme, the employer submits one salary history record.
- This record is inserted into the database and reflects the member’s salary from their start date.

Start Date	Notional Pay	Actual Pay
01/04/2017	25,000	25,000

In the following year, a second record is submitted via the interface to reflect the salary increase. Rather than updating the existing record, this action creates a new entry in the member’s salary history.

Start Date	Notional Pay	Actual Pay
01/04/2017	25,000	25,000
01/04/2018	25,500	25,500

After three additional years, three more salary history records have been inserted, each reflecting the member’s annual salary increase

Start Date	Notional Pay	Actual Pay
01/04/2017	25,000	25,000
01/04/2018	25,500	25,500
01/04/2019	27,000	27,000
01/04/2020	28,000	28,000
01/04/2021	29,700	29,700

# Inserts, Updates and Deletions

As shown, a new record is inserted each year to reflect the updated information. Previous records remain unchanged—these are treated as distinct insert events rather than updates to existing data

## Updating a record

Suppose the salary record with an effective date of 01/04/2019 contains incorrect values for notional and actual pay. Instead of £27,000, the correct amount should have been £27,200. Since this discrepancy could impact the member’s pensionable benefits, it must be corrected.

To do this, the employer submits a new record with the same effective date (01/04/2019), but with the corrected notional and actual pay values set to £27,200.

Start Date	Notional Pay	Actual Pay
01/04/2017	25,000	25,000
01/04/2018	25,500	25,500
01/04/2019	27,000	27,000
01/04/2020	28,000	28,000
01/04/2021	29,700	29,700

Interface data

Start Date	Notional Pay	Actual Pay
01/04/2019	27,200	27,200

In the example above, the employer resubmits a salary record with an effective date of 01/04/2019, correcting the notional and actual pay from £27,000 to £27,200.

## Does This Create a New Record?

No. In this case, the interface process recognises that a record with the same effective date already exists in the member’s salary history. Instead of inserting a new record, the system updates the existing one.

## Why This Matters

Understanding whether a record will result in an insert or an update is essential. Even with rigorous checks, errors can occur in monthly interface data, such as:

- Incorrect grade codes in salary records.
- Mistakes in AVC contributions within pay history.
- Incorrect part-time hours in hours history.

These errors can be corrected by resubmitting the data, but only if you understand the conditions under which the system performs an update versus an insert.

## Insert vs. Update Outcome

In this example:

- The employer has submitted 6 records in total.
- However, only 5 records appear in the member’s salary history:
  - 5 inserts (one per year)
  - 1 update (correcting the 01/04/2019 record)

Thus, the member’s salary history will contain 5 distinct records, not 6.

Start Date	Notional Pay	Actual Pay
01/04/2017	25,000	25,000
01/04/2018	25,500	25,500
01/04/2019	27,200	27,200
01/04/2020	28,000	28,000
01/04/2021	29,700	29,700

You can see the update occurred, as highlighted in yellow

### Insert Events

An insert occurs when a valid interface record does not find a matching record in the database. In this case, the system creates a new record for the member.

### Examples of insert events include:

- A new salary award effective from a specific date.
- A new service history record due to a change in employment status (e.g. absence).
- A new bonus or allowance being granted.

### Update Events

An update occurs when a valid interface record matches an existing record in the database—typically based on key identifiers such as the effective date. Instead of creating a new record, the system overwrites the existing one.

### Updates are commonly used to:

- Correct previously submitted data, such as an incorrect salary or contribution amount.
- Amend existing records, for example, by adding an end date when a member leaves the scheme.

**Example:** If a salary record for 01/04/2019 is resubmitted with corrected values, the system will update the existing record rather than insert a new one.

### Special Cases: Address and BASIC Records

- A member can only have one active address at a time. Therefore, each new address submission updates the existing address record.
- The same applies to the BASIC record, which holds core member details. While a full audit trail is maintained, the record itself is updated with each valid submission.

## Understanding “Find” Logic

Knowing how the system identifies (or "finds") existing records is critical. Misunderstanding this can lead to:

- Duplicate records if an update is mistakenly treated as an insert.
- Overwritten data if an insert is mistakenly treated as an update.

This logic is essential for ensuring data integrity and avoiding errors in member records.

## Key Rules for Deletion Files:

- The file name must be prefixed with “D” to indicate it is a deletion file.
- The format is:

Dssspppp.nnn

## Where:

- sss = file type (e.g. ADD, SER, SAL)
  - pppp = paypoint code
  - nnn = sequence number
- Example: A PAYHIST deletion file would be named DPAYpppp.000.
- You can submit deletion files alongside insert/update files, but:
    - The deletion file must be correctly prefixed with “D”.
    - If not, the system will treat it as an insert/update file, and the data will not be deleted.
  - Deletion data must not be included in the CTOT (control totals) file.

For full technical details, refer to the *Developers Guide*, section: “Deletion Files.”

## Can I Update a Record by Sending a Deletion and an Insert?

It depends on what part of the record you're updating. Here's how to determine the correct approach:

### If You Are Changing a Key Field:

- Key fields are critical identifiers used to match records in the database (e.g., effective date, member ID, etc.).
- If the data you need to change is one of these key fields, you must first delete the existing record, then submit a new insert/update record with the correct information.

### If You Are Not Changing a Key Field:

- You can simply send a regular update record.
- The system will locate the existing record using the key fields and overwrite the relevant non-key data.

### If the Data Was Sent in Error and Should Not Exist:

- You must submit a deletion record only.
- No insert/update record is needed in this case.
- This typically happens when data was mistakenly assigned to the wrong member (e.g., due to a payroll or HR system error).
- The correct data will be submitted later for the correct member, but the original erroneous record must be deleted.

## Key fields

Every record submitted through the interface contains at least one key field. These fields are used to uniquely identify a record and determine whether the system should:

- Insert a new record, or
- Update an existing one.

## Why Key Fields Matter

Correctly identifying whether a record should be inserted or updated is critical to ensuring accurate member benefit calculations:

- Overwriting a record that should have been inserted can result in undervalued benefits.
- Inserting a new record when an update was intended can lead to inflated benefits.

## Examples of Key Fields

- National Insurance Number (NINO)
- Altkey (an internal unique identifier)

While these fields are present on every record, they do not uniquely identify all records on their own. Additional fields—such as effective date, record type, or sequence number—may also be required to uniquely identify a specific entry.



# Inserts, Updates and Deletions

B	C	D	E	F	G	H	I	L
NI Number	Alt Key	Salary Start Date	Employer	Paypoint	Notional Pay	Contract	End Date	Actual Pay
XX000000X	LMCH00000123	01/06/2021	CHCO	LMCH	40000.00			40000.00
XX000000X	LMCH00000123	16/08/2022	CHCO	LMCH	42000.00			42000.00

When interfacing salary history records, it's important to understand how the system determines whether to insert a new record or update an existing one. This decision is based on the presence and values of key fields.

### Key Fields for Salary History Records

- **National Insurance Number (NI Number)**
    - Identifies which member the salary record belongs to.
    - Present on every record, but not sufficient on its own to uniquely identify a specific salary entry.
  - **Start Date (Effective Date)**
    - Used to identify which salary record is being referenced.
    - No two salary records for the same member can share the same effective date.
- Together, these two fields—NI Number and Start Date—form the unique key for a salary history record.

### Insert vs. Update Logic

- When a salary history record is submitted:
  - The system checks for an existing record with the same NI Number and Start Date.
  - If a match is found, the system performs an update, overwriting the existing record.
  - If no match is found (but the NI Number exists), the system performs an insert, adding a new salary record to the member's history.

### What If the NI Number and Salary Start Date Match, but Employer and Paypoint Codes Differ?

- The National Insurance Number and Salary Start Date are the key fields used to identify a unique salary record.
- Employer and Paypoint codes are not key fields.

### System Behaviour:

If a record is submitted where the NI Number and Start Date match an existing salary record, but the Employer or Paypoint codes differ:

- The system will treat this as an update to the existing record.
- The Employer and Paypoint values in the interface file will overwrite the values currently held in the database.

### Why This Matters:

This behaviour allows for corrections to employer or paypoint codes without needing to delete and reinsert the record. It simplifies the process of maintaining accurate data.

# Inserts, Updates and Deletions

The list of key fields for each record type is listed below:

Record Type	Key Field
Service History	NI Number
Service History	Start Date
Salary History	NI Number
Salary History	Start Date
Allowance History	NI Number
Allowance History	Start Date
Allowance History	Allowance Code
Bonus History	NI Number
Bonus History	Effective Date
Bonus History	Bonus Code
Part Time History	NI Number
Part Time History	Start Date
Short Time Hours	NI Number
Short Time Hours	Effective Date
Short Time Hours (Accum)	NI Number
Short Time Hours (Accum)	Start Date
Pay History	NI Number
Pay History	Start Date
Pay History	Scheme Code
Pay History	Start Date
Pay History	Period Number

# Inserts, Updates and Deletions

The list of key fields for each record type is listed below:

Record Type	Key Field
WPS Rate	NI Number
WPS Rate	Start Date
Scheme Contribution Rates	NI Number
Scheme Contribution Rates	Start Date
Address	NI Number
Address	Address Code
Address	Name Code

This means that when updating an existing record in Hartlink, you must use the correct identifying information to ensure the system locates the right record. If the data provided is incorrect or incomplete, Hartlink will not recognize the existing record and will instead create a new one, resulting in duplicate entries.

## Detailed scenario

Andrew, a payroll analyst at a Civil Service Department, is responsible for submitting the monthly interface to Capita. In October 2022, Andrew is informed by his Head of Operations that a member has been awarded a pensionable bonus of £100 for working unsociable hours. The bonus is effective from 24th October 2022.

Accordingly, in the October 2022 interface, Andrew includes a bonus record for the member to reflect this payment.

Contents	Field	Values
Hartlink generated unique identifier	MEMBNO	Leave Blank
Members National Insurance Number	NINO	XX000000X
Group & Staff Number Combined	ALT KEY	ABCS00000123
Effective Date	EFFDTE	24/10/2022
Paypoint	PAYPNT	SSC5
Bonus Code	BONCODE	UNSO
Employer	EMPLYR	DWP
Bonus Amount	BONAMT	100
Pensionable Flag	PENFLG	Y

# Inserts, Updates and Deletions

In a manual spreadsheet interface, the bonus entry would appear as follows:

B	C	D	E	F	G	H	I
NI Number	Alt Key	Effective Date	Paypoint	Bonus Code	Employer	Amount	Pensionable Flag
XX000000X	ABCS00000123	24/10/2022	SSC5	UNSO	DWP	100.00	Y

In this example, a bonus code of UNSO has been used. Each employer maintains a unique set of bonus codes, which must be predefined and formally agreed upon with Capita. These codes can be submitted using the standard interface file, BONUS.txt.

If you're unsure which bonus codes have been agreed with Capita, please consult your interface analyst, who can provide the current list. It's important to note that using a bonus code that has not been included in the BONUS.txt file or pre-approved by Capita will trigger a 10219 error, resulting in the rejection of the bonus record.

To resolve this, you'll need to coordinate with your interface analyst to update the agreed list of bonus codes and then resubmit the corrected bonus record. This highlights the importance of confirming and agreeing on bonus codes early in the process to avoid delays and additional costs later on.

Suppose Andrew's Head of Operations contacts him in November to report that a bonus was underpaid—the actual amount should have been £200, not the previously submitted £100. Andrew prepares a new manual interface record to correct the data but accidentally mistypes the effective date.

B	C	D	E	F	G	H	I
NI Number	Alt Key	Effective Date	Paypoint	Bonus Code	Employer	Amount	Pensionable Flag
XX000000X	ABCS00000123	25/10/2022	SSC5	UNSO	DWP	200.00	Y

However, in error, Andrew enters 25 October instead of the correct date, 24 October.

## What Will Happen to Andrew's Bonus Record?

- During the interface process, the system attempts to match an existing bonus record using three key fields:
  - NI Number
  - Effective Date
  - Bonus Code
- In Andrew's case:
  - The system finds the NI Number.
  - It also finds the bonus code 'UNSO'.
  - However, it does not find a bonus record with an effective date of 25 October.
- As a result, the interface does not treat this as a correction. Instead, it creates a new bonus record, while retaining the original one.
- This means Andrew will now have two bonus records:
  - One for £100 on 24 October
  - Another for £200 on 25 October

# Inserts, Updates and Deletions

- Both records will be included in Andrew’s benefit calculations, which will:
  - Overinflate any awards paid
  - Distort the data shown on his Annual Benefit Statement and Pension Savings Statement.

To correct the data, Andrew must now submit a new interface record that updates the bonus with the correct effective date of 24 October.

B	C	D	E	F	G	H	I
NI Number	Alt Key	Effective Date	Paypoint	Bonus Code	Employer	Amount	Pensionable Flag
XX000000X	ABCS00000123	24/10/2022	SSC5	UNSO	DWP	200.00	Y

The interface process can now successfully locate an existing bonus record by matching all three key fields, allowing it to update the member’s bonus record correctly.

Andrew will need to resubmit the data from 25th October and inform his interface analyst that this submission is intended as a deletion. He can do this in one of two ways:

- By using a manual spreadsheet and clearly notifying the analyst that it contains deletion data, or
- By submitting a standard interface delete file, which should be prefixed with a “D” in the filename to indicate it is a deletion file.

This situation highlights how a simple keying error can lead to significant additional work—requiring two extra interface submissions to correct the data.

We’ve now seen that updating an existing member record requires a match on **all** key fields—not just the National Insurance number. If all key fields do not match, the system will treat the update as a new entry, resulting in a duplicate record rather than updating the original.

## What happens if an update to a member’s pay history doesn’t match all five key fields?

If you fail to match on all five key fields when performing an update to a member’s pay history, the system will not recognize it as an update to an existing record. Instead, it will treat it as a new entry and create a duplicate pay history record.

This behaviour is consistent with how other records are handled—all key fields must match for an update to be applied correctly. Any mismatch will result in the creation of an additional, unintended record.

# Inserts, Updates and Deletions

There are three frequent errors in pay history submissions that can unintentionally result in duplicate records being created:

- **Incorrect Start Date**  
Many pay history records are submitted with a start date other than 01/04, which triggers a **10146**-validation error. This must be corrected by deleting the duplicate record and resubmitting with the correct start date.
- **Misuse of the Service Period Number**  
The Service Period Number is often incorrectly incremented each month (e.g., April = “1”, May = “2”, June = “3”, etc.). This is not its intended use. The Service Period Number should only be incremented when a member rejoins the same paypoint within the same pension scheme year after leaving.

**For example:**

- If a member leaves on 31st May 2024 and rejoins the same paypoint on 1st October 2024, the Service Period Number should be incremented to 2.
- When the new scheme year begins in April 2025, the Service Period Number should reset to 1.
- **Incorrect Scheme Code**  
A significant number of pay history records are submitted with the wrong scheme code. Correcting the scheme does not overwrite the existing record. Instead, it causes the interface to fail in matching all five key fields, resulting in the creation of a new, duplicate pay history record.

We’ve now established that in order to successfully update an existing record, all key fields must match. If even one key field does not match, the system will interpret the input as a new record, resulting in the creation of a duplicate rather than an update to the original.

## So how do I update a key field?

Suppose a bonus record was originally submitted with an effective date of 24th October 2022, but the correct effective date should have been 30th October 2022. Since the effective date is a key field, it cannot simply be updated directly.

- To correct this, the following steps must be taken:
- Submit a new record with the correct effective date (30th October 2022).
  - Delete the original incorrect record with the 24th October 2022 date.

This process ensures that:

- The correct data is added as a new record, and
- The incorrect data is removed via a deletion.

# Inserts, Updates and Deletions

In the example above, Andrew will be required to submit two manual interface spreadsheets containing the data as illustrated.

B	C	D	E	F	G	H	I
NI Number	Alt Key	Effective Date	Paypoint	Bonus Code	Employer	Amount	Pensionable Flag
XX000000X	ABCS00000123	24/10/2022	SSC5	UNSO	DWP	200.00	Y

B	C	D	E	F	G	H	I
NI Number	Alt Key	Effective Date	Paypoint	Bonus Code	Employer	Amount	Pensionable Flag
XX000000X	ABCS00000123	30/10/2022	SSC5	UNSO	DWP	200.00	Y

In the example above, Andrew must inform his interface analyst that:

- The first spreadsheet is a delete interface.
- The second spreadsheet is an insert/update interface.

It is essential that deletion data and insert/update data are not submitted in the same spreadsheet. Manual interface spreadsheets must contain only one type of data—either insert/update or deletion—not both.

Alternatively, using the standard interface, Andrew can achieve the same outcome by submitting two separate interface files:

- The first file will contain the deletion data and must be named with a “D” prefix.  
For example: DPPLRBON.123, where:
  - D indicates a deletion file.
  - PPLR is the four-character paypoint code.
  - BON signifies the Bonus file (other file types should use the appropriate three-character abbreviation, such as SAL for salary history).
  - .123 is the file extension, representing the interface sequence number.

The sequence number is validated to ensure it is one greater than the previous submission. If the number is not sequential, the file will be rejected.

# Inserts, Updates and Deletions

Bonus Record

Contents	Field	Values
Hartlink generated unique identifier	MEMBNO	Leave Blank
Members National Insurance Number	NINO	XX000000X
Group & Staff Number Combined	ALT KEY	ABCS00000123
Effective Date	EFFDTE	24/10/2022
Paypoint	PAYPNT	SSC5
Bonus Code	BONCODE	UNSO
Employer	EMPLYR	DWP
Bonus Amount	BONAMT	200
Pensionable Flag	PENFLG	Y

Contents	Field	Values
Hartlink generated unique identifier	MEMBNO	Leave Blank
Members National Insurance Number	NINO	XX000000X
Group & Staff Number Combined	ALT KEY	ABCS00000123
Effective Date	EFFDTE	30/10/2022
Paypoint	PAYPNT	SSC5
Bonus Code	BONCODE	UNSO
Employer	EMPLYR	DWP
Bonus Amount	BONAMT	200
Pensionable Flag	PENFLG	Y



# Inserts, Updates and Deletions

Processing both interface files will result in the deletion of the incorrect record and the creation of a new, correct data record.  
When a key field needs to be amended, this must be done by:

- Submitting a delete interface to remove the existing record.
  - The deletion record must include the key field values exactly as they appear on Hartlink, so the system can correctly identify and remove the appropriate record.
- Submitting a new insert/update interface with the corrected key field values.

**Important:** Do not attempt to delete a BASIC record via the interface.

If a BASIC record has been incorrectly submitted and needs to be removed, please contact your interface analyst. They will advise on the most appropriate course of action.  
Additional considerations may apply before a BASIC record can be deleted, such as:

- Whether the member has a transfer-in,
- Whether a refund of contributions is required,
- Whether the member is in receipt of an award.

## Data Integrity and Compliance

You must have appropriate controls in place to ensure that ineligible members are not interfaced to Capita.  
This is especially important for organisations working with third parties, such as shared service centres or payroll bureaus. All parties must collaborate to prevent Data Protection breaches.

## Summary of Interface File Requirements

- **Separate Files for Different Actions**  
Deletion records must be submitted in a separate interface file from new or updated records.
- **File Naming Convention for Deletions**  
Deletion files must be prefixed with a “D” and follow the format:  
Dssspppp.nnn, where:
  - D = Deletion file indicator
  - sss = Record type abbreviation (e.g., BON, SAL)
  - pppp = Paypoint code
  - nnn = Interface sequence number

- **Insert/Update Logic**

When a valid record is submitted:

- If a matching set of key fields is found, the record is updated.
- If no match is found, the record is added as new.

- **Amending Key Fields**

To update a key field:

- Submit a deletion file to remove the existing record.
- Submit a separate insert/update file with the corrected key field values.  
This applies to both standard and manual interfaces.

## 20. Closing an allowance

Pensionable allowances are a key component in benefit calculations. A common issue encountered by Capita is that these allowances are not always closed correctly. It is essential that allowances are closed promptly when they are no longer being paid—whether due to the member leaving their role or becoming ineligible for the allowance. Failure to close allowances can lead to incorrect benefit payments, employer queries, and potential delays in processing.

Before reviewing the process for closing an allowance, it is important to ensure that only pensionable allowances are included in the data sent to Capita. Non-pensionable allowances must not be interfaced. Capita does not process or store non-pensionable allowance data, and doing so would constitute a breach of the Data Protection Act and GDPR. You should review your interface process to confirm that non-pensionable allowances are excluded. If a third party manages your interface, it is your responsibility to verify how they ensure non-pensionable allowances are omitted from the data provided to Capita.

### Detailed scenario

Helen, an employee of the Home Office, has been temporarily promoted to cover her manager’s maternity leave. In recognition of the additional responsibilities associated with this role, she has been granted a temporary allowance.

- **Start Date of Temporary Promotion:** 1 September 2023
- **Allowance Amount:** £2,400 per annum
- **Working Pattern:** Full-time
- **Pensionable Status:** The allowance is pensionable
- **Salary Impact:** Helen’s base salary remains unchanged

The employer provides a formal record of this allowance as follows:

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	MTS100000123	A combination of the Paypoint code and the member’s payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/09/2023	Enter the date the allowance began. If this date is earlier than the member’s pension scheme start date, report the scheme joining date instead of the actual allowance start date.
End Date	ENDDTE	Leave Blank	The end date field should only be populated when the member has actually left employment. Even if the member opts out of the pension scheme, this field must remain blank
Employer	EMPLYR	HOFF	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	MTS1	Four-character code as advised by Capita
Allowance Code	ALLCODE	12GG2	The allowance code must be agreed with Capita before it can be used.
Notional Allowance Rate	ALLRATE	2400	The full-time equivalent allowance amount, expressed as an annual rate.
Actual Allowance Rate	ACTRATE	2400	The pro-rated value of the pensionable allowance

# Closing an allowance

In a manual spreadsheet interface, the allowance entry would appear as follow:

B	C	D	E	F	G	H	I	J	O
NI Number	Alt Key	Start Date	Paypoint	Employer	Allowance Code	Pensionable Flag	End Date	Allowance Rate	Actual Rate of Allowance
XX000000X	MTS100000123	01/03/2023	MTS1	HOFF	12GG2			2400.00	2400.00

As shown, the 'Pensionable Flag' field is not populated. Since the default value for this field is 'Yes', the allowance will be included in benefit calculations.

**Can a “closing” record be submitted in advance, alongside the opening record, if the end date of the allowance is known?**

No, future-dated records must not be submitted.

Although it may seem practical to include a closing record when the end date (e.g., 1 May 2024) is known, this approach is not permitted. Experience has shown that future-dated events are frequently inaccurate due to changes in members’ circumstances between the interface submission date and the actual event date. For example, a member may not return on their expected date or may leave employment altogether.

Submitting future-dated records can result in overlaps in historical data, which may cause valid data to be rejected due to the presence of conflicting information. These overlaps trigger validation error 10235, preventing successful processing of the record.

Helen’s manager returns to work as scheduled on 1 May 2024, at which point Helen’s temporary promotion ends and the associated allowance is discontinued.

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	MTS100000123	A combination of the Paypoint code and the member’s payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/05/2024	Enter the date the allowance began. If this date is earlier than the member’s pension scheme start date, report the scheme joining date instead of the actual allowance start date.
End Date	ENDDTE	Leave Blank	The end date field should only be populated when the member has actually left employment. Even if the member opts out of the pension scheme, this field must remain blank
Employer	EMPLYR	HOFF	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	MTS1	Four-character code as advised by Capita
Allowance Code	ALLCODE	12GG2	The allowance code must be agreed with Capita before it can be used.
Notional Allowance Rate	ALLRATE	0	The full-time equivalent allowance amount, expressed as an annual rate.
Actual Allowance Rate	ACTRATE	0	The pro-rated value of the pensionable allowance

# Closing an allowance

B	C	D	E	F	G	H	I	J	O
NI Number	Alt Key	Start Date	Paypoint	Employer	Allowance Code	Pensionable Flag	End Date	Allowance Rate	Actual Rate of Allowance
XX000000X	MTS100000123	01/05/2024	MTS1	HQFF	12GG2			0.00	0.00

As of 1 May 2024, Helen is no longer accruing a temporary allowance. A new allowance record, effective from this date, is submitted with a value of £0.00. This record supersedes the previous one and formally ends the allowance.

- **Effective Period of Allowance Accrual:** 1 September 2023 to 30 April 2024
- **Effective Date of Closure:** 1 May 2024
- **Allowance Value from Closure Date:** £0.00
- **Pension Impact:** From 1 May 2024, no further pensionable benefits will accrue from the allowance.

This zero-value record ensures the allowance is correctly closed in the system and prevents any further accrual or reporting errors.

It is essential that the correct allowance code is used when submitting a closure record. If the code does not match the original allowance, the system will not recognize the closure, and the allowance will remain open in error.

The scenario described above demonstrates the correct method for closing an allowance when a member continues in their current role. By submitting a zero-value record with the appropriate allowance code and effective date, the allowance is accurately and cleanly closed without disrupting the member’s ongoing employment record.

## Terminating an Allowance When a Member Leaves Employment

If a member leaves employment—and therefore exits the pension scheme—their allowance must be terminated, regardless of whether they are transferring to another Civil Service department via an Other Government Department (OGD) transfer.

### Key Points:

- **Termination Process:** Terminating an allowance upon leaving employment follows the same process as ending any historical record. You must provide an end date for the current allowance record.
- **Data Accuracy:** It is essential that the key fields in the interfaced allowance record (e.g., allowance code, effective date, and other identifiers) match the existing record. If they do not, the system may treat the submission as a new record rather than an update, resulting in incorrect data being stored in Hartlink.

### Example Scenario:

Helen leaves her position at the Home Office on 31 March 2024. To terminate her allowance correctly, her employer must submit an updated allowance record with an end date of 31/03/2024 and ensure all key fields match the original record.

This ensures the allowance is properly closed and no further pensionable benefits are accrued beyond the member’s final day of employment.

# Closing an allowance

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	MTS100000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/09/2023	Enter the date the allowance began. If this date is earlier than the member's pension scheme start date, report the scheme joining date instead of the actual allowance start date.
End Date	ENDDTE	31/03/2024	Date of leaving
Employer	EMPLYR	HOFF	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	MTS1	Four-character code as advised by Capita
Allowance Code	ALLCODE	12GG2	The allowance code must be agreed with Capita before it can be used.
Notional Allowance Rate	ALLRATE	2400	The full-time equivalent allowance amount, expressed as an annual rate.
Actual Allowance Rate	ACTRATE	2400	The pro-rated value of the pensionable allowance

In this instance, the allowance record submitted to close Helen's allowance is identical to the original record used when the allowance began—with the addition of an end date corresponding to Helen's final day of service (31 March 2024).

This end date ensures that the allowance history aligns precisely with the member's service history, maintaining data integrity across records.

**Important Note:**

Helen's employer must follow this process for all open allowances—that is, any allowance records that:

- Have no end date, and
- Have an allowance value greater than zero

Failing to close these records correctly may result in inaccurate pensionable benefit calculations and data inconsistencies within the system.

# Closing an allowance

If an end date is not provided for an open allowance when submitting a leaver notification, the system will trigger a warning validation: **10333**.

- **Validation Code: 10333**
- **Description:** This warning indicates that an open allowance record exists without an end date, despite the member having left employment.
- **Resolution:** To resolve this validation, you must submit an updated allowance record—matching the original key fields—with an appropriate end date that reflects the member’s final day of service.

This ensures the allowance is correctly closed and prevents discrepancies in pensionable benefit calculations.

## Can an Allowance Be Closed While the Member Is Still in Employment?

Yes, this option is available.

An allowance can be closed by supplying an end date, even if the member remains in employment. This approach is consistent with how allowances are terminated for leavers and ensures accurate record-keeping.

By providing an end date:

- The allowance is formally closed.
- Pensionable benefits associated with the allowance cease from the specified date.
- The member’s ongoing employment record remains unaffected.

This method is appropriate when a temporary allowance ends but the member continues in their current role or transitions to a new position without the allowance.

## Summary:

- Failure to close an allowance when it is no longer in effect can result in incorrect pension benefit calculations. It is therefore essential to ensure all allowances are properly terminated.
- For a member who remains in active employment within the same department, an allowance can be closed by submitting a zero-value allowance effective from the day after the allowance ends.
- For a member leaving employment, the allowance must be closed by submitting the original allowance record with an appropriate end date that matches the member’s final day of service.

Members eligible to join the CSPA who are on zero hours contracts require data to be interfaced slightly differently from standard new joiners.

One of the more complex aspects is the service history. Due to their irregular working patterns, these members typically need more detailed service records than those on regular schedules. The example below is designed to help employers understand how to interface accurate service history data. However, it is not prescriptive—there are multiple valid approaches, and the most appropriate method will depend on the individual's working pattern.

Because of this variability, we cannot define a “standard” method for interfacing data for zero hours contracts. Employers should work closely with their interface analyst to determine the most suitable and pragmatic solution.

By using a combination of Service History, STHours, and ST2Hours records, you can accurately interface member data to Capita. The scenario provided below outlines general principles to guide you in this process.

## Detailed Scenario

Willow is a tour guide who joins the alpha pension scheme on a zero hours contract starting 1st April 2022. Her employer submits her new joiner record, including the mandatory BASIC and ADDRESS records, as with any standard new joiner.

However, Willow is informed that she will not be required to work during April and will begin accruing working hours from 1st May 2022. Her hourly rate is £12 per hour.

## Additional Records to Interface

In addition to the BASIC and ADDRESS records, the employer must also interface the following mandatory records:

- **Salary History** – one of the five mandatory records;
- **Service History** – also mandatory;
- **Pay History** – another of the five required records;
- **Part-Time Hours** – relevant due to Willow's zero hours contract (we'll explore this further shortly).

Although STHours and ST2Hours will be used later, Willow is initially in a non-pensionable period. Since she is not accruing pensionable benefits during April, her Service History should reflect this accordingly.



# Zero hours contracts

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	NGBM00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/04/2022	The date from which the service history becomes effective.
Start Code	STARTCDE	N	For a new joiner to your organisation, select 'N', even if they were previously part of the CSPA before joining. For individuals who have opted out, refer to the 'Optant Out' scenario.
Scheme	SCHEME	CSO	Willow has enrolled in the Alpha scheme, identified by the code CSO
Scheme Category	SCHCAT	Q	'Q' is used to indicate a qualifying service period.
Status	STATUS	B	'B' denotes a break in service for Willow, indicating she was not in active employment when she joined the scheme.
Employer Code	EMPLYR	BMUS	The employer code is the unique identifier assigned by Capita to each participating employer.
End Date	ENDDTE	Blank	An end date is required to accurately reflect the conclusion of a member's service or status
End Reason	SVRSN	Blank	An end reason is required to explain why a member's service or status ended

Willow's initial service history record shows that she is not accruing any pensionable service. This is indicated by a status of “**B**” (Break in Service) and a Scheme Category of “**Q**” (Qualifying Service).

In a manual spreadsheet interface, the allowance entry would appear as follow:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	NGBM00000123	01/04/2022	N			CSO	Q	B	BMUS

# Zero hours contracts

Willow's salary record will look like this:

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	NGBM00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/04/2022	Note that the salary effective date aligns with the start date of the service history*
Employer	EMPLYR	BMUS	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	NGBM	Four-character code as advised by Capita
Notional Pay	NOTPAY	23088	Notional Pay refers to the full-time equivalent annual salary and should exclude any allowances or bonus payments.
Actual Pay	ACTPAY	23088	This refers to the member's part-time salary and should exclude any allowances or bonus payments.
Reduced Actual Pay	RACTPAY	0	Applicable only to members currently on parental leave.

In a manual spreadsheet interface, the salary history entry would appear as follow:

B	C	D	E	F	G	H	I	L
NI Number	Alt Key	Salary Start Date	Employer	Paypoint	Notional Pay	Contract	End Date	Actual Pay
XX000000X	NGBM00000123	01/04/2022	BMUS	NGBM	23088.00			23088.00

## How Willow's Salary Has Been Calculated

- Annualisation of Pay**  
Willow is not paid an annual salary, so her pay must be annualised based on her hourly rate and standard working hours:
  - Hourly rate: £12
  - Standard weekly hours: 37
  - Weekly pay: £12 × 37 = £444
  - Annual pay: £444 × 52 weeks = £23,088
- Actual Pay Field**  
Since the *Actual Pay* field is mandatory, and Willow is not currently accruing pensionable service, the same value is used for both:
  - Notional Pay: £23,088
  - Actual Pay: £23,088

# Zero hours contracts

To ensure accurate benefit calculations, it is essential to complete Willow's part-time hours record. If this field is left blank, the system will assume she is working full-time, which would result in incorrect benefit entitlements.

However, entering zero hours is not permitted, as it triggers a validation error (Error 10266: Missing a mandatory field). To avoid this, we populate the part-time hours field with a minimal placeholder value:

- Part-Time Hours: 0.25 hours

This allows the record to pass validation while accurately reflecting that Willow is not actively working.

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	NGBM00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/04/2022	The start date of the part-time service period
End Date	ENDDTE	Leave Blank	This field should only be populated when the member leaves employment or transitions from part-time to full-time status. If the member opts out of the pension scheme but remains employed, the end date should not be entered.
Employer	EMPLYR	BMUS	The employer code is the unique identifier assigned by Capita to each participating employer.
Part Time hours	PTHRS	0.25	The number of hours the member is contracted to work each week, as specified in their employment contract.
Full Time Hours	FTHRS	37	The number of hours a full-time employee in the equivalent role would be contracted to work per week.

In a manual spreadsheet interface, the salary history entry would appear as follow:

B	C	D	E	F	G	H
NI Number	Alt Key	Start Date	Employer	End Date	Part-time hours	Full-time hours
XX000000X	NGBM00000123	01/04/2022	BMUS		0.25	37

# Zero hours contracts

A part-time allocation of 0.25 hours equates to 15 minutes per week. However, as Willow’s service history currently reflects a “break in service,” no benefits will accrue—even with the 15 minutes recorded in the part-time hours. The service history takes precedence and overrides any recorded hours.

Since Willow is not accruing any benefits at this stage, no adjustments need to be interfaced.  
That said, we will soon explore scenarios where adjustments to the 15-minute allocation may be necessary.

## How will Willow’s pay history appear, given that she does not accrue any pensionable benefits?

Although Willow is not currently accruing pensionable benefits due to her break in service, a pay history is still required. This is necessary to avoid triggering a **10148** validation warning during processing.

The pay history for the first month will look like:

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	NGBM00000123	A combination of the Paypoint code and the member’s payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/04/2022	The start date of the scheme year in which contributions and earnings are recorded.
Service Period Number	SVPRDNO	1	Number of service periods worked by the member for the employer in the relevant scheme year.
End Date	ENDDTE	30/04/2022	Pay period end date for the member
Employer	EMPLYR	BMUS	The employer code is the unique identifier assigned by Capita to each participating employer.
Paypoint	PAYPNT	NGBM	Four-character code as advised by Capita
National Insurance Category	NICAT	A	National Insurance (NI) category code. For a full list of valid NI categories and their descriptions, please refer to HMRC guidance.
Scheme	SCHEME	CSO	CSO is the alpha scheme
Scheme Contributions	SCHCNT	0	This field should reflect the total scheme contributions paid by the member during the current scheme year.
Earnings	EARN	0	This field should reflect the total pensionable earnings for the current scheme year.

# Zero hours contracts

In a manual spreadsheet interface, the Pay history entry would appear as follow:

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	NGBM00000123	01/04/2022	1	30/04/2022	BMUS	NGBM	A	CSO	0.00	0.00

For April 2022, both the Scheme Contributions and Earnings fields are recorded as zero. This is because Willow did not receive any pay for work during that month and, as a result, did not accrue any pensionable earnings.

## Summary of April 2022 Employment Record:

Willow was employed on a zero-hours contract for one month. Her employer submitted the following records:

- **Basic record**
- **Address record**
- **Salary history**, including a notional full-time salary and actual salary based on her hourly rate
- **Part-time hours history**, showing 15 minutes per week
- **Service history**, indicating a break in service
- **Pay history**, reflecting zero contributions and zero earnings

## Change in Working Pattern – May 2022

In May 2022, Willow’s working pattern changed. She was asked to work 10 hours per week for the entire month. As such, she will now be considered a part-time employee working a regular schedule, and her member record must be updated to reflect this change.

To ensure accurate pensionable benefit accrual, her employer must create a new service history record effective from 01/05/2022, with:

- **Scheme Category:** A
- **Scheme Status:** A

These entries confirm that Willow is now accruing pensionable benefits.

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	NGBM00000123	01/05/2022	C			CSO	A	A	BMUS

# Zero hours contracts

We have used a start code of “C” to indicate a change in circumstances. Willow’s updated Scheme Category and Scheme Status confirm that she is now in pensionable service.

As there has been no change to Willow’s salary, there is no need to update the salary history.

However, her working hours have changed. Therefore, the Part-Time Hours History must be updated to reflect this change. Specifically, the hours should be amended from 0.25 hours to 10 hours per week, effective from 1st May 2022.

B	C	D	E	F	G	H
NI Number	Alt Key	Start Date	Employer	End Date	Part-time hours	Full-time hours
XX000000X	NGBM00000123	01/05/2022	BMUS		10	37

Willow's Pay History record will also contain contributions and earnings for the month of May 2025

B	C	D	E	F	G	H	I	N	S	V
NI Number	Alt Key	Start Date	Period Number	End Date	Employer	Paypoint	NI Category	Scheme	Scheme Conts	Earnings
XX000000X	NGBM00000123	01/04/2022	1	31/05/2022	BMUS	NGBM	A	CSO	22.08	480.00

As Willow is working a consistent pattern of 10 hours per week throughout June 2022, her member record has been updated to reflect this. These updates ensure that her pension benefits are calculated accurately based on her current working pattern.

This update applies regardless of which section of the scheme Willow is in. However, it’s important to note the following:

- If Willow is in the alpha scheme, both Scheme Contributions and Earnings must be populated in the Pay History record.

In summary, Willow is now accruing pensionable service of 10 hours per week, and her member record has been updated accordingly to reflect this status.

## Alternative Approach Using ST Hours and ST2Hours Records

The same outcome—accurately reflecting Willow’s pensionable service—could have been achieved using Short Time Hours (STHOUR) and Short Time Hours 2 (ST2Hours) records. Here's how: Suppose Willow’s employer had:

- Interfaced a new service history indicating that Willow is now accruing pensionable service, and
- Submitted a pay history detailing her contributions and earnings.

In this scenario, it would not have been necessary to update the Part-Time Hours History. Instead, the employer could have submitted weekly Short Time Hours records to reflect Willow’s actual working pattern.

# Zero hours contracts

If the Part-Time Hours History remained unchanged (e.g., still showing 0.25 hours per week), Willow’s record would incorrectly suggest she is accruing pensionable benefits based on just 15 minutes per week. While the updates to Service History and Pay History are still required to confirm her pensionable status, the ST2Hours record can be used to accurately reflect her full working hours.

**To do this:**

- The employer would submit an ST2Hours record for each week Willow works 10 hours.
- However, since the Part-Time Hours History already accounts for 0.25 hours, the ST2Hours record only needs to reflect the additional 9.75 hours.
- This ensures that Willow’s total pensionable service for each week is correctly recorded as 10 hours.

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	NGBM00000123	A combination of the Paypoint code and the member’s payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/05/2022	The start date of the period when additional hours were worked.
End Date	ENDDTE	07/05/2022	The end date of the period when additional hours were worked.
Employer	EMPLYR	BMUS	The employer code is the unique identifier assigned by Capita to each participating employer.
Hours Variation	ADJHRS	9.75	Recorded additional hours

Willow’s employer can submit an ST2Hours record for each week she works during May 2022.

The example below illustrates how this would be represented in a manual interface submission:

B	C	D	E	F	G
NI Number	Alt Key	Start Date	End Date	Hours Variation	Employer
XX000000X	NGBM00000123	01/05/2022	07/05/2022	9.75	BMUS
XX000000X	NGBM00000123	08/05/2022	14/05/2022	9.75	BMUS
XX000000X	NGBM00000123	15/05/2022	21/05/2022	9.75	BMUS
XX000000X	NGBM00000123	22/05/2022	28/05/2022	9.75	BMUS

# Zero hours contracts

It doesn't matter how Willow's 10 hours of work are distributed across the week—for example, she might work 2 hours on the first day, 3 hours on the next, take a two-day break, and then work 5 hours on the final day. What matters is that collectively, she has worked 10 hours within that one-week period.

By combining the existing Part-Time Hours record (which accounts for 0.25 hours) with an ST2Hours record of 9.75 hours, her record will correctly reflect 10 hours of pensionable service for the week.

**Important:** Unless a different period has been pre-agreed, ST2Hours records should be limited to one-week intervals, as shown in the example above.

This method offers a more granular and flexible approach to recording service periods than adjusting the Part-Time Hours History alone.

## Even Greater Granularity with STHours

For even finer detail, the STHours record can be used. Unlike ST2Hours, which covers a week, STHours represents a single day's worth of additional hours.

If Willow works a variable number of hours each day over the course of a week, her employer can submit an STHours record for each individual day she works. This allows for precise tracking of daily pensionable service, which is especially useful in cases of irregular or fluctuating work patterns.

B	C	D	E	F
NI Number	Alt Key	Effective Date	Hours Variation	Employer
XX000000X	NGBM00000123	01/05/2022	2	BMUS
XX000000X	NGBM00000123	02/05/2022	3	BMUS
XX000000X	NGBM00000123	07/05/2022	4.75	BMUS

Please remember that we need to adjust by 9.75 hours, as part-time hours already include 15 minutes of pensionable service each week. It doesn't matter which day we apply the adjustment to reach the 10-hour total, but for consistency, Capita recommends using the last working day of the week.

The issue with using STHours instead of ST2HOURS is that Willow's employer ends up using three interface records when only one is necessary. By using ST2HOURS, the volume of interfaced data can be reduced, which in turn lowers the potential for errors and warnings if data issues arise.

If Willow's employer wants her to work more flexibly and cannot guarantee a consistent 10 hours per week, STHours becomes useful. This is because STHours records additional hours on a daily basis, rather than over a longer period. Each day Willow works; her employer can submit a new STHours history entry.

For example, in June 2022, Willow is asked to work 8 hours on 15th June and does not work any other days that month. Her part-time hours still accrue 15 minutes of pensionable service per week, which totals 1 hour for the month. Since she worked 7 additional hours on 15th June, her employer would interface an STHours history entry like this:



# Zero hours contracts

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	NGBM00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Effective Date	EFFDTE	15/06/2022	The service date corresponding to the additional hours worked
Employer	EMPLYR	BMUS	The employer code is the unique identifier assigned by Capita to each participating employer.
Hours Variation	ADJHRS	7	Recorded additional hours

In a manual spreadsheet interface, the STHours entry would appear as follow:

B	C	D	E	F
NI Number	Alt Key	Effective Date	Hours Variation	Employer
XX000000X	NGBM00000123	15/06/2022	7	BMUS

As you can see, the Effective Date corresponds to the specific day Willow worked in June 2018. Although she worked 8 hours on that day, only 7 additional hours are recorded. This is because her part-time hours already entitle her to 15 minutes of pensionable service per week, which accumulates to 1 hour over the course of a month. Therefore, by recording 7 additional hours on 15th June, Willow reaches a total of 8 hours for the month—1 hour from her part-time accrual and 7 hours from the additional work on that day.

In addition to the STHours history, a Pay History record must also be provided for June 2022. This should reflect earnings for the full 8 hours worked and include pension contributions based on those 8 hours.

Since Pay History records are cumulative, the entry for June will also include total earnings and contributions accrued from 1st April 2022 onward. This ensures that the cumulative values are accurate and up to date.

# Zero hours contracts

If Willow continues working until the end of August but does not work between September and November, her employer must indicate that she is not accruing pensionable benefits during this period.

As a tour guide, Willow is not required to work during the quieter autumn months, starting from 1st September. In the September 2022 interface, her employer should submit a Service History record indicating a break in service, similar to the process followed when she initially joined the scheme.

This Service History should show that Willow is in a qualifying service period from 1st September. There is no need to amend her part-time hours, as the non-pensionable scheme category in the service history will override any pensionable hours recorded in the part-time hours history.

Since Willow is not working during this period, there is no requirement to submit any STHours or ST2HOURS records.

The Service History entry indicating that Willow is not accruing pensionable benefits would look like this:

Contents	Field	Values	Description
Hartlink generated unique identifier	MEMBNO	Leave Blank	Hartlink automatically generates a unique reference number for each member
Members National Insurance Number	NINO	XX000000X	Identifier used to find correct member record
Group & Staff Number Combined	ALT KEY	NGBM00000123	A combination of the Paypoint code and the member's payroll number is used as a secondary identifier. This is necessary because the National Insurance Number (NINO) is not always unique or available.
Start Date	STARTDTE	01/09/2022	The date from which the service history becomes effective.
Start Code	STARTCDE	B	Break start code
Scheme	SCHEME	CSO	Willow has enrolled in the Alpha scheme, identified by the code CSO
Scheme Category	SCHCAT	Q	'Q' is used to indicate a qualifying service period.
Status	STATUS	B	'B' denotes a break in service for Willow, indicating she was not in active employment when she joined the scheme.
Employer Code	EMPLYR	BMUS	The employer code is the unique identifier assigned by Capita to each participating employer.
End Date	ENDDTE	Blank	An end date is required to accurately reflect the conclusion of a member's service or status
End Reason	SVRSN	Blank	An end reason is required to explain why a member's service or status ended

# Zero hours contracts

In a manual spreadsheet interface, the service history entry would appear as follow:

B	C	D	E	F	G	H	I	J	K
NI Number	Alt Key	Start Date	Start Reason	End Date	End Reason	Scheme	Scheme Category	Status	Employer
XX000000X	NGBM00000123	01/05/2022	B			CSO	Q	B	BMUS

If Willow returns to work in December 2022, her employer should not submit a new Service History record until the December 2022 interface.

However, a Pay History record must still be submitted during the months when Willow is not working (September to November). During this period, the values in the Pay History should remain static, as no pensionable earnings are being accrued and no contributions are being made. This ensures continuity in the cumulative totals and maintains accurate records for the scheme.

### Overall Aim for Zero Hours Contract Members

As demonstrated in the examples above, there are multiple valid methods for interfacing service history data for members on zero hours contracts. Regardless of the method used, the primary goal remains the same: to interface data accurately and in a timely manner, ensuring that members receive the pension benefits they are entitled to.

### Key Principles

- Zero vs Fixed Hours:** Recording service for a zero hours contract member is not fundamentally different from a fixed hours contract. However, since part-time hours cannot be set to zero, a combination of the following records is used:
  - Service History**
  - Part Time Hours**
  - ST2HOURS**
  - STHours**This combination ensures that members accrue the correct amount of pensionable service, even if their work pattern is irregular.

### When to Use Each Record Type

- Service History + Part Time Hours**  
Useful for higher-level service tracking when a member works consistently for a month or more. This method is less granular but effective for regular patterns.
- ST2HOURS**  
Provides weekly additional hours. Ideal when a member works irregular hours across several weeks. Offers more granularity than standard part-time hours.
- STHours**  
Offers the most detailed level of tracking by recording additional hours on a daily basis. Best suited for members who work sporadically across a month, with gaps of several days or weeks.

### Handling Absences

- For absences of a month or more, use the Service History to indicate a non-pensionable absence.
  - This overrides any entries in Part Time Hours, ST2HOURS, or STHours.
  - When a period is marked as non-pensionable in Service History, no pensionable service will be accrued, regardless of other data.

# Zero hours contracts

## Using Negative Adjustments in ST2HOURS Instead of Non-Pensionable Service History

Yes, you can use a negative adjustment in the ST2HOURS record as an alternative to marking the service history as non-pensionable.

For example, if Willow’s employer’s payroll system doesn’t support setting service history to non-pensionable for short breaks, they can submit an ST2HOURS record with adjusted hours set to -0.25 for the relevant week. This effectively offsets the 0.25 part-time hours that would otherwise accrue pensionable service.

**Result:**

Willow accrues zero pensionable service for that week, as the negative adjustment cancels out the default accrual from her part-time hours.

## Summary: Pension Interface Requirements for Zero Hours Contract Members

- **Annual Salary Requirement**  
All members, including those on zero hours contracts, must have an annual salary recorded.
  - If no contractual salary exists, a notional annual salary must be calculated and interfaced in both the “Notional Pay” and “Actual Pay” fields on the salary record.
- **Accurate and Timely Data Submission**  
Employers must ensure that interface records for zero hours contract members are submitted accurately and on time to support correct pension benefit accrual.
- **Service History Composition**  
Accurate service history for zero hours contract members can be achieved using a combination of:
  - Service History
  - Part Time Hours History
  - STHours History
  - ST2HOURS History
- **Payroll Provider Responsibility**  
Payroll providers must determine how best to use these records—individually or in combination—to reflect the member’s actual working pattern and ensure accurate pensionable service.
- **Handling Short-Term Absences**  
If marking service history as “non-pensionable” is not feasible, employers may submit a negative adjustment in STHours or ST2HOURS (e.g., -0.25) to offset default part-time accruals and prevent pensionable service from being recorded.
- **Full-Time Equivalent Limits**  
The combined total of part-time hours, STHours, and ST2HOURS must not exceed the full-time equivalent number of working hours.