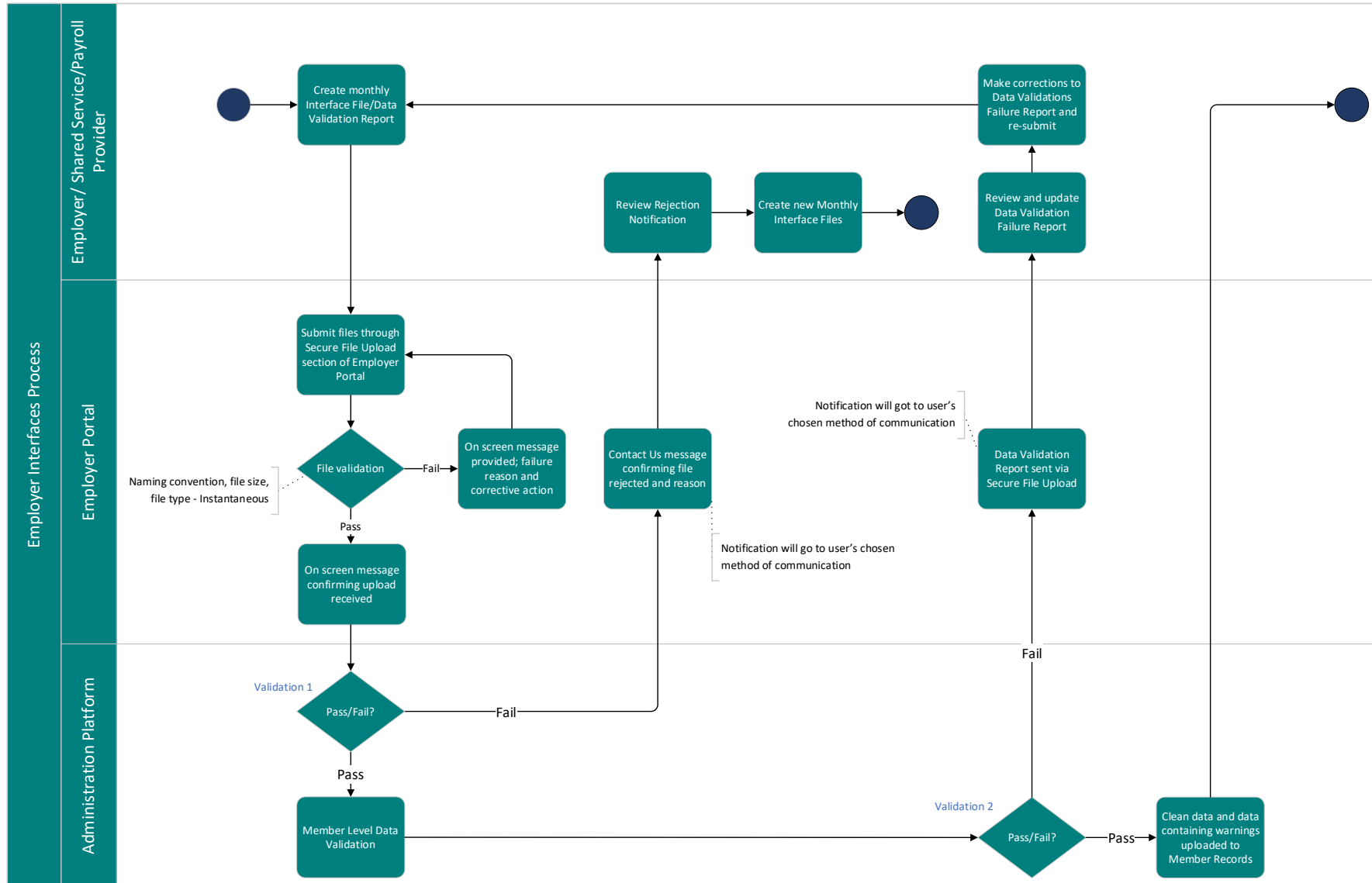# Capita

# CSPS

**Employer Interface Process Map and Guidance**

17 June 2025

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- Employer Interface Process Map

- Employer Interface Process – what is changing

# Employer Interface Process Flow



**Employer Interfaces Process**

## Employer/ Shared Service/Payroll Provider

- Create monthly Interface File/Data Validation Report
- Make corrections to Data Validations Failure Report and re-submit
- Review Rejection Notification
- Create new Monthly Interface Files
- Review and update Data Validation Failure Report

## Employer Portal

- Submit files through Secure File Upload section of Employer Portal
- File validation — Naming convention, file size, file type - Instantaneous
  - Fail → On screen message provided; failure reason and corrective action
  - Pass → On screen message confirming upload received
- Contact Us message confirming file rejected and reason
- Data Validation Report sent via Secure File Upload
- Notification will got to user's chosen method of communication
- Notification will go to user's chosen method of communication

## Administration Platform

- **Validation 1** — Pass/Fail?
  - Fail
  - Pass → Member Level Data Validation
- **Validation 2** — Pass/Fail?
  - Fail
  - Pass → Clean data and data containing warnings uploaded to Member Records

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# Employer Interface Process – What is Changing?

To support a smooth and efficient monthly pensions data submission process, please find below a summary of how the interface works, what to expect, and what actions may be required from your team.

## How you submit your monthly interface file

- You will submit your monthly interface through either the standard or manual format and upload it to the Employer Portal.
- This will be through the Secure File Upload section of the Employer Portal.
- Training documentation will be made available to employers prior to Service Commencement as guidance on how to do this.

## How is the data validated in the Employer Portal?

- When you submit a file through the Secure File Upload section of the Employer Portal, file validation is carried out. Naming convention, file size and file type are instantly validated by the Employer Portal.
- If validation fails, an onscreen message will be provided, detailing the failure reason and corrective action required. You will be prompted to re-submit your file.
- If file validation passes, an on-screen message will show confirming the upload is received.
-

# Employer Interface Process – What is Changing?

To support a smooth and efficient monthly pensions data submission process, please find below a summary of how the interface works, what to expect, and what actions may be required from your team.

## Administration Platform – Hartlink

- Hartlink is responsible for picking up the file(s) delivered from the Employer Portal once it has confirmed the transfer is complete, completing file and member level validation and updating the records accordingly.  It will also send error details back to the Employer Portal where required.

## What happens if Data Validation Failures occur on the Administration Platform?

- Validation 1 - A message will be sent to the Contact Us section of the Employer Portal confirming the reason for rejection and a new monthly interface file will be created by the employer. The notification will go to the user's chosen method of communication.
- Validation 2 – A Data Validation Report will be sent via Secure File Upload.  You will review and update the Data Validation Failure Report, make corrections to the report and re-submit their interface file.
- One of the main changes in future will be improved data validation hints and clearer data validation notes for you to understand.

## How  will you know the submission is resolved?

- You'll receive a confirmation notification via the Employer Portal once there are no outstanding data validation failures for that month.

# Employer Interface Process – What is Changing?

To support a smooth and efficient monthly pensions data submission process, please find below a summary of how the interface works, what to expect, and what actions may be required from your team.

**Coming Soon:**

We're developing the following documents to ensure you have the supporting documentation that you require for transition:

- **The Developer's Guide**: a technical document to support your software developers, responsible for integrating or interacting with the Employer Portal. It outlines how to correctly submit, update, or manage your interface files.

- **Data Validations Guide**: intended to help you understand how data validations, errors, and warnings work when submitting employee information to the Employer Portal. It explains what these messages mean, why they occur, and what actions you need to take in response.

- **Business Scenarios Guide**: to help employers understand how to correctly report different business scenarios when submitting employee data. It explains what business scenarios are, why they matter, and how to ensure the correct information is submitted for each type.