

Aviva billing platform User guide

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1. Getting started

1.1 Accessing the Aviva billing platform?

Go to <https://www.mybusiness.aviva.co.uk/MyAccount/login>

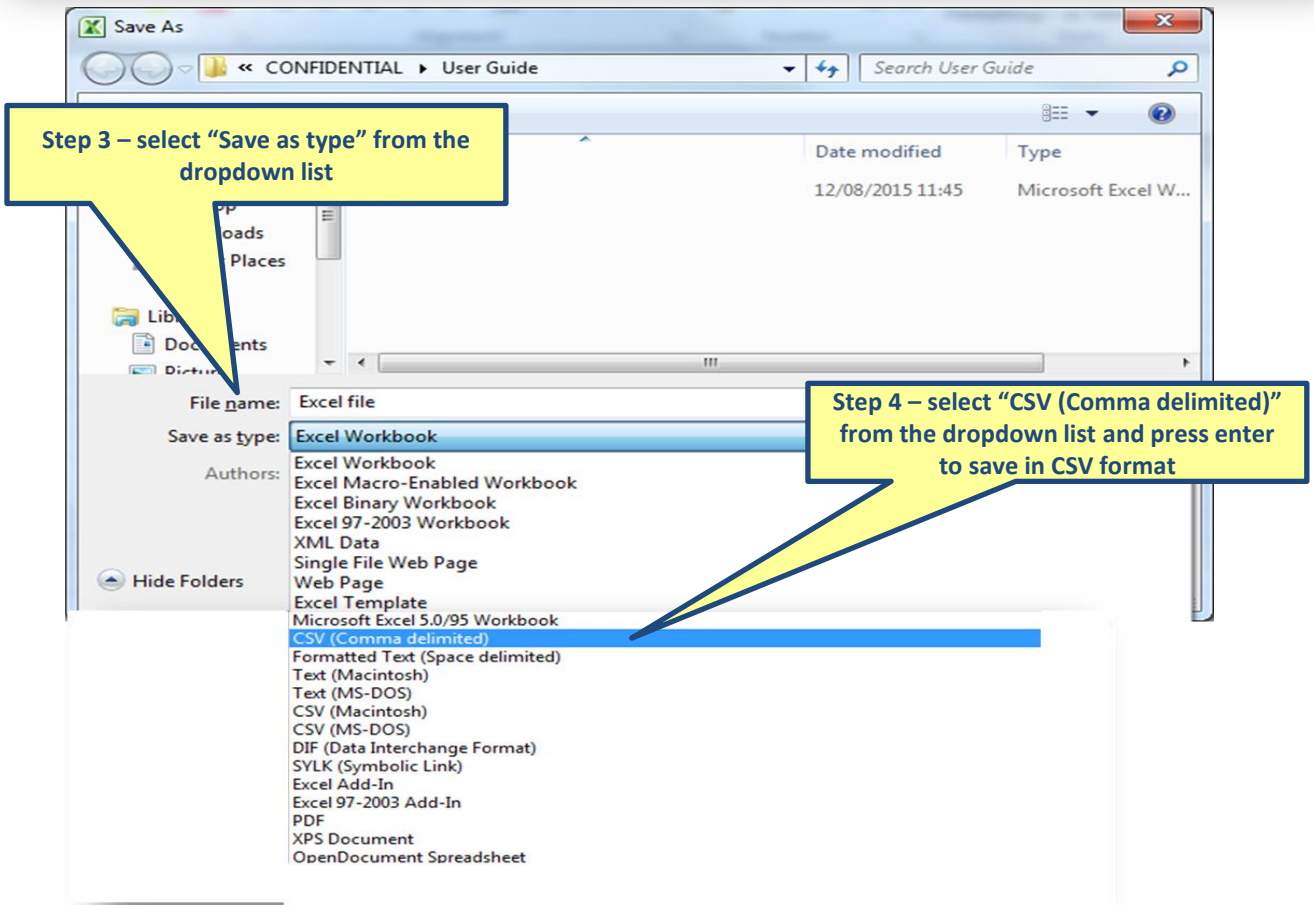
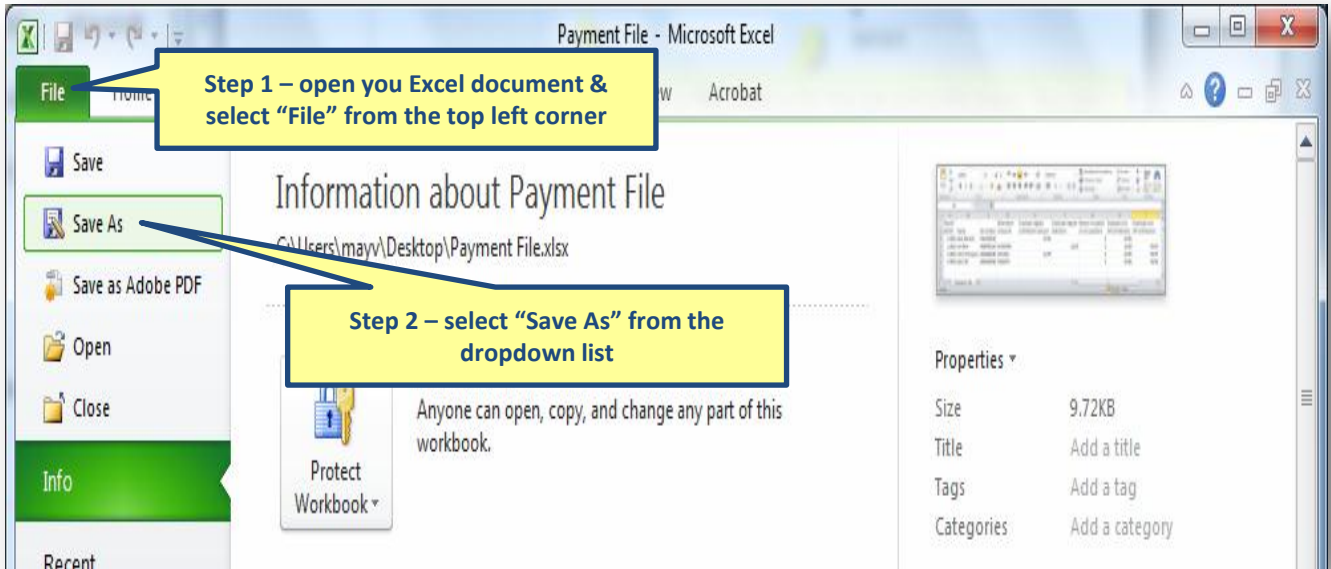
Enter the username & *temporary password* that you have received by email – you will be prompted to change this to a password of your choice.

YOUR PASSWORD IS CONFIDENTIAL – PLEASE DO NOT SHARE THIS WITH ANYBODY



1.2 – Converting an Excel file into a valid CSV format for upload?

If you are uploading a file into the Aviva billing platform, it must be in csv. format





2. Adding employees to my pension scheme

2.1 – Options available to add employees to the scheme

You can add employees to your scheme at any time using the Aviva billing platform.

There are 2 methods available:

1. Entering the details online – this means you will key each employee's data directly into the Aviva billing platform
2. Uploading data into the billing platform using a CSV file . If you want to use an output file from your payroll system or auto-enrolment compliance tool, it must meet these conditions:
 - Your column headers in your file must **exactly match** the headers shown Aviva template below (words, upper/lower case etc).
 - These should be the only columns in your payment file (any additional columns would need to be deleted before uploading the file).

If your file doesn't have the right column headers you can simply copy & paste your data into the Aviva template provided by your Aviva installation consultant and upload that file.



2.2 Adding employees to the pension scheme – file upload or entering details online

AVIVA

Burchell Reality (TK012345) Follow

Add Scheme Members
Make Payments
Messages & Notifications

Summary >
 News
 Related Actions

Scheme start date : 01/03/2015
 Scheme retirement age : 65

Messages
 Use the 'Messages & Notifications' button at the top right to view your messages and opt out notifications
 Opt Out Notifications (3)
 Messages (0)

Successful payment file uploads
 Use the 'From' and 'To' dates to display more messages (the default view is the last 30 days)

| Reference Number | Date | Message |
|------------------|------------------|------------------------------------|
| B0001 | 30/06/2015 14:36 | Payment file successfully uploaded |

From: 08/06/2015
 To: 09/07/2015

Step 1 – select “Add scheme members” from the list of actions available

Add new members to your scheme

Burchell Reality - TK012345

Requestor details

Requested by

Note that if you choose to upload a file, it must be in CSV format. For instructions on how to convert an Excel file to CSV format, please click [here](#)

Add members

Add members by

- Entering details online
- Uploading new member file

Cancel

Proceed

Step 2 – choose whether you want to enter the details online or upload a csv file e.g an output file from your payroll or AE compliance tool

Step 3 – select “Proceed” then follow the instructions on screen



2.3 – Adding an employee to the scheme without a National Insurance number

If an employee has applied for an NI number but not yet received it, you can still add them to your scheme but you must provide an **Alternative Unique ID** – this will allow Aviva to identify the employee when you make a payment and will ensure that any payments are applied to the right employee's policy.

The Alternative Unique ID is often an employee's payroll reference or staff number, but can be anything of your choosing.

Please make sure that the Alternative Unique ID is:

1. Unique to that employee
2. Something that you will remember as it will be used to identify your employee when you make a payment into their policy

The Alternative Unique ID can either be entered in your csv file before uploading to the Aviva billing platform **OR** it can be entered directly online in the field highlighted below.

Payroll

| | | |
|------------------------|--|--|
| *NI number | <input type="text" value="NH156814D"/> | |
| Alternative unique ID | <input type="text"/> | |
| NI number verification | <input type="text" value="- Please select -"/> | |
| *Employee type | <input type="text" value="Eligible"/> | |



2.4 – Amending/deleting new member data before submitting it to Aviva

When you are adding employees to your pension scheme, whether uploading a CSV file or completing it online, your data will be displayed back to you in a table and you can amend this data quickly and easily if you need to.

CSV file upload

Add new members to your scheme

Burchell Reality - TK012345

There are 0 members with invalid data. Please click on first name to view/edit the details.

| <input type="checkbox"/> | ↑ | First name | Last name | Date of birth | Employee regular deduction (£) | Employer regular contribution amount (£) |
|--------------------------|---|------------|-----------|---------------|--------------------------------|--|
| <input type="checkbox"/> | ✓ | John | Smith | 09/06/1966 | 24.36 | 60.84 |
| <input type="checkbox"/> | ✓ | Joe | Bloggs | 06/08/1979 | 21.48 | 40.28 |
| <input type="checkbox"/> | ✓ | Paul | Smith | 17/05/1987 | 18.08 | 33.88 |
| <input type="checkbox"/> | ✓ | Matthew | White | 01/05/1980 | 19.08 | 35.8 |
| <input type="checkbox"/> | ✓ | Peter | Johnson | 18/03/1955 | 22.91 | 42.96 |
| <input type="checkbox"/> | ✓ | Sarah | Davies | 01/10/1963 | 20.05 | 50.12 |
| <input type="checkbox"/> | ✓ | David | Barnes | 11/09/1993 | 18.07 | 33.88 |

Instruction on screen tells you to click on employee's first name to view and edit the full details uploaded.

Remove

If you wish to delete a member record completely, you can also do this by selecting members and clicking "remove".

Keying data online

Enter member details

* indicates the field is mandatory

NFT TEST - TK900000 Please click on first name to view/edit the details.

| First name | Last name | Date of birth | Employee regular deduction (£) | Employer regular contribution amount (£) | Delete |
|------------|-----------|---------------|--------------------------------|--|--------|
| Jon | Burley | 1 Jan 1980 | | 45 | × |
| Vicky | May | 1 Jan 1980 | | 75 | × |



2.5 – Confirmation message & keeping a copy of your submission

Once you have submitted your new joiner information to Aviva, you will receive a confirmation message on screen. When you receive this message, it means that the policies have been set up for your employees and you can start making payments if any are due.



Summary
News
Related Actions >

Complete

Burchell Reality - TK012345

Thank you for submitting your new member details. Your submission reference is B0215.

Policies will now be set up and documents will be sent directly to your employees. We will contact you very shortly if there is any more information we need from you.

Please click 'Export file' below to save a copy of this submission.

[Export file](#)

Home

Please make a note of your submission reference in case you need this later on.

IMPORTANT: Click on “Export file” to save a copy of your final submission as an Excel document on your desktop.



3. Making payments

Regardless of your payroll frequency (weekly, bi-weekly, monthly etc), Aviva can only accept one payment per employee for any calendar month.

If your payroll is more frequent than monthly, then you will have to add contributions together and pay them as one monthly payment for each employee.

It is your decision which month a payment should fall into. For example, if an employee is paid weekly and has a contribution of £25 per week, you will sometimes pay £100 to cover 4 weeks but other times pay £125 to cover 5 weeks – you will decide on which months have 4 weeks and which have 5 weeks and Aviva will accept your monthly payments accordingly.

You can send Aviva payments for 2 or more months for an employee (e.g. June & July) – these can be submitted at the same time or separately, but there can only ever be one payment per employee for June and one for July.

3.1 – Getting ready to make a payment

1. Before running your AE compliance checks or deducting money from payroll, you should check whether any of your employees that you've previously added to the scheme have opted out. Instructions on how to do this can be found [here](#).
2. Complete your Auto-Enrolment compliance checks so you know whether you have to add anymore employees to your scheme and also know how much you need to pay for each employee.
3. Please make sure that any employees you need to join the scheme have been added before making a payment. Instructions on how to do this can be found [here](#).
4. When you've completed steps 1 – 3 above, **please call our helpdesk on 0800 158 2570** so we can prepare your scheme to accept your payment by displaying your up-to-date membership list.



3.2 – Checking if any employees have opted out of the scheme?

If you have added an employee to your scheme and they have then chosen to opt out of the scheme within 30 days of being joined, their policy will no longer be in force and Aviva will not be able to accept payments for them.

It is important that you check for opt outs before making deductions from your employees' salaries and before making any payments to Aviva.

The screenshot shows the Aviva portal for the Burchell Reality (TK012345) scheme. The page includes a navigation menu on the left with 'Summary >', 'News', and 'Related Actions'. The main content area shows scheme details: 'Scheme start date: 01/03/2015' and 'Scheme retirement age: 65'. Under the 'Messages' section, there are two buttons: 'Opt Out Notifications (3)' and 'Messages (0)'. A callout box labeled 'Step 1' points to the 'Opt Out Notifications (3)' button, stating: 'Step 1 – the “Opt out notifications” field will tell you if there are any new, unread opt out notifications'. At the top right, there are three buttons: 'Add Scheme Members', 'Make Payments', and 'Messages & Notifications'. A callout box labeled 'Step 2' points to the 'Messages & Notifications' button, stating: 'Step 2 – select “Messages & notifications” from the list of actions available to view any/all of your opt out messages (whether already read or unread)'. Below the buttons, there is a table of messages with columns for 'Date' and 'Message'. A single message is visible: '30/06/2015 14:36' with the message 'Payment file successfully uploaded'. Below the table, there are 'From' and 'To' fields with dates '08/06/2015' and '09/07/2015' respectively.

Step 1 – the “Opt out notifications” field will tell you if there are any new, unread opt out notifications

Step 2 – select “Messages & notifications” from the list of actions available to view any/all of your opt out messages (whether already read or unread)

| Date | Message |
|------------------|------------------------------------|
| 30/06/2015 14:36 | Payment file successfully uploaded |



3.3 – Completing your CSV payment file

When uploading your payment data using a CSV, your file must contain the column headings that Aviva is expecting or you won't be able to upload it.

There are 2 ways you can get your payment data into a CSV file ready to upload to the Aviva billing platform:

1. Key the data into the Aviva payment file template provided by your Aviva installation consultant or
2. Use an output from your payroll system or auto-enrolment compliance tool, if you have either of these things, subject to certain conditions:
 - Your column headers in your file must **exactly match** the headers shown in the Aviva template (words, upper/lower case etc).
 - These are the only columns in your payment file (any additional columns would need to be deleted before uploading the file).

If your file doesn't have the right column headers you can simply copy & paste your data into the Aviva template provided and upload that file.

If you try to upload a file with different headers or extra columns that aren't required, you will receive an error message (below)



UNSUCCESSFUL UPLOAD OR PARSE OF PAYMENT FILE

NFT TEST - TK900000

- Please ensure:
 - The headers are in the same order as the Aviva format
 - The headers are case sensitive and match the Aviva format
 - Extra columns not required by Aviva are removed

[Click here to download a Sample Payment CSV File](#)

Re-upload

Summary

News

Related Actions >



3.4 – Uploading your CSV payment file

Burchell Reality (TK012345) [Follow](#)

[Add Scheme Members](#)
[Make Payments](#)
[Messages & Notifications](#)

Summary >
 News
 Related Actions

Scheme start date : 01/03/2015
 Scheme retirement age : 65

Messages
 Use the 'Messages & Notifications' button at the top right to view your messages and opt out notifications
 Opt Out Notifications (3)
 Messages (0)

Successful payment file uploads
 Use the 'From' and 'To' dates to display more messages (the default view is the last 30 days)

| Reference Number | Date | Message |
|------------------|------------------|------------------------------------|
| B0001 | 30/06/2015 14:36 | Payment file successfully uploaded |

From

To

Step 1 – select “Make payments” from the list of actions available

AVIVA

Summary
 News
 Related Actions >

Make payments to your scheme

Burchell Reality - TK012345

Have you rung your Aviva point of contact for the latest scheme membership details to be displayed? If not, the details displayed will be incorrect and could result in delays when making your payment.

Requestor Details
 Requested 1 *Request Created 12 Aug 2015 14:53 GMT+01:00

List of employees in your scheme: 3

Active policies: 3

| Full name | Date of birth | NI number | Alternate unique ID | Policy start date | Next unpaid payroll month |
|----------------|---------------|-----------|---------------------|-------------------|---------------------------|
| Jay Whitehouse | 05/03/1961 | JA123456A | | 01/01/2011 | May |
| Vikki May | 23/12/1954 | JA234567A | | 01/01/2011 | May |
| Jon Burley | 21/01/1975 | JA345678A | | 01/01/2011 | May |

Inactive policies: 0

Note that you do not need to provide any information for these members unless you want to restart payment for any of them.

| Full name | Date of birth | NI number | Alternate unique ID | Policy start date | Policy status |
|--------------------|---------------|-----------|---------------------|-------------------|---------------|
| No items available | | | | | |

Make payment
 Make payment by Uploading payment file Other Other

Step 2 – select “Proceed” to upload your payment file then follow the instructions on screen

A list of your existing scheme members will be displayed so you can check your payment file data against this



3.5 – An employee who is in the pension scheme has left the company

If an employee who has joined the pension scheme leaves your employment, you need to let Aviva know so that we are not expecting any further payments and can update our policy records.

To do this, you enter a “1” in the “Reason for partial or non-payment” column on your CSV payment file.

| Payroll Month | Name | NI number | Alternative unique ID | Employer regular contribution amount | Employee regular deduction | Reason for partial or non-payment | Employer one off contribution | Employee one off contribution |
|---------------|------------|-----------|-----------------------|--------------------------------------|----------------------------|-----------------------------------|-------------------------------|-------------------------------|
| 5.2015 | Jon Burley | AB111111A | | | | 1 | | |

You can also add in a contribution at the same time as providing notice that the employee has left your company.

| Payroll Month | Name | NI number | Alternative unique ID | Employer regular contribution amount | Employee regular deduction | Reason for partial or non-payment | Employer one off contribution | Employee one off contribution |
|---------------|------------|-----------|-----------------------|--------------------------------------|----------------------------|-----------------------------------|-------------------------------|-------------------------------|
| 5.2015 | Jon Burley | AB111111A | | 25 | 25 | 1 | | |

Entering reason code 1 tells us that the employee has left the company **and** that there will be no further pension payments for this employee after the month in which the reason code has been entered. **If you think a payment may be due the following month, wait until then before entering reason code 1 on your payment file.**



3.6 – An employee is taking a contribution break

If an employee has not left your employment but there is a break in contributions for one or more months, you need to let Aviva know this when submitting your scheme payment data so that Aviva is not expecting payment and can update the employee’s policy record accordingly.

To do this, enter “2” in the “Reason for partial or non-payment” column on your CSV payment file. *(Note – if your payroll output file prefills this column with reason code 2, 3, 4 or 5, any of these is acceptable and will perform the same function).*

| Payroll Month | Name | NI number | Alternative unique ID | Employer regular contribution amount | Employee regular deduction | Reason for partial or non-payment | Employer one off contribution | Employee one off contribution |
|---------------|------------|-----------|-----------------------|--------------------------------------|----------------------------|-----------------------------------|-------------------------------|-------------------------------|
| 5.2015 | Jon Burley | AB111111A | | | | 2 | | |

You can also add in a contribution at the same time as providing notice that the employee is taking a contribution break.

| Payroll Month | Name | NI number | Alternative unique ID | Employer regular contribution amount | Employee regular deduction | Reason for partial or non-payment | Employer one off contribution | Employee one off contribution |
|---------------|------------|-----------|-----------------------|--------------------------------------|----------------------------|-----------------------------------|-------------------------------|-------------------------------|
| 5.2015 | Jon Burley | AB111111A | | 25 | 25 | 2 | | |

Once you have provided reason code 2 - 5, your employee’s policy will be placed on a “contribution break” and Aviva will not expect any further payments but you can restart payments for the employee at any time.



3.7 – Validation of payment data & making amendments

When you upload your CSV file, your data will be displayed back to you in the Aviva billing platform and it will tell you if there is any data to be corrected.

You can amend any data you've uploaded for any of the members listed, regardless of whether they have passed the data validation checks.

STEP 1 – check the on-screen message which will tell you how many members have invalid data to be corrected. Those with a red cross beside them have data validation errors while those with a green tick beside it.

There are 2 active member(s) with invalid data. Please click on name to view/edit details.

| ↑ | Full name | Date of birth | NI number | Alternative unique ID | Policy start date | Next unpaid payroll month |
|---|---------------|---------------|-----------|-----------------------|-------------------|---------------------------|
| ✗ | Drew Botton | 30/05/1957 | YY228092A | | 06/09/2001 | July |
| ✗ | Matt Woods | 26/06/1958 | WA832834C | | 06/11/2001 | July |
| ✓ | Natasha Obeid | 22/07/1981 | JL176473B | | 06/11/2001 | July |
| ✓ | Johnie Walker | 12/08/1982 | JS199615D | | 06/12/2001 | July |

Cancel

Proceed

STEP 2 As instructed here, please click on the employee's name to display full payment details & amend the data on screen, then select "update" at the bottom right hand side of the screen.
NOTE - you can amend data for any/all members, regardless of whether they have passed the data validation checks

STEP 3 – if you have no further changes to make, select "proceed" to submit the payment data to Aviva
NOTE – you can only select "proceed" once all validation errors have been cleared.



3.8 – Informing Aviva when an employee’s National Insurance number has been received

You may have added some members to your pension scheme prior to them receiving their National Insurance (NI) number. If so, it’s important that you let Aviva know the NI number as quickly as possible so we can update our records accordingly.

When you make your next payment for this employee after receiving the new NI number, please provide **both** the Alternative unique ID **and** the NI number on your CSV payment file.

| Payroll Month | Name | NI number | Alternative unique ID | Employer regular contribution amount | Employee regular deduction | Reason for partial or non-payment | Employer one off contribution | Employee one off contribution |
|---------------|------------|-----------|-----------------------|--------------------------------------|----------------------------|-----------------------------------|-------------------------------|-------------------------------|
| 5.2015 | Jon Burley | AB111111A | 12345C | 25 | 25 | | | |

You only need to provide both numbers once, the first time you make a payment after the NI number has been received. For subsequent payments, you only need to provide the NI number on your CSV payment file as Aviva’s records will be updated and will now be using the NI number rather than the Alternative unique ID to match payments to this employee’s policy.



3.9 – Confirmation message & keeping a copy of your submission

Once you have submitted your payment information to Aviva, you will receive a confirmation message (below) confirming that your payment data has been sent to Aviva.



Summary
News
Related Actions >

Complete

Burchell Reality - TK012345

Thank you for submitting your payment details. Your payment reference is B0216.

You will shortly receive confirmation of whether the payment data has passed all of our validation checks or if there is any further action for you to take.

Please click 'Export File' below to save a copy of this submission for future use.

[Export file](#)

Home

Please make a note of your payment reference as you will need this later on.

IMPORTANT: Click on “Export file” to save a copy of your final submission as an Excel document on your desktop. **YOU WILL NEED THIS IF YOU HAVE TO RESUBMIT YOUR PAYMENT FILE FOR ANY REASON.**



4. Messages & Notifications

4.1 – Successful payment message

After you’ve received your initial confirmation message, your payment data is passed through to Aviva’s administration systems where it will undergo further validation checks before your payment can be collected by direct debit.

If your data passes these further validation checks, then you will receive a message when you log into the Aviva billing platform.

AVIVA Burchell Reality (TK012345) Add Scheme Members Make Payments

Follow

Scheme start date : 01/07/2015
Scheme retirement age : 65

Messages

Use the 'Messages & Notifications' button to view messages and opt out notifications.
Opt Out Notifications (0)
Messages (6)

Successful payment file uploads
Use the 'From' and 'To' dates to display more messages (the default view is the last 30 days)

| Reference Number | Date | Message |
|------------------|------------------|------------------------------------|
| B0018 | 30/07/2015 15:52 | Payment file successfully uploaded |
| B0016 | 29/07/2015 15:52 | Payment file successfully uploaded |
| B0015 | 29/07/2015 15:52 | Payment file successfully uploaded |
| B0010 | 28/07/2015 11:41 | Payment file successfully uploaded |
| B0005 | 27/07/2015 15:30 | Payment file successfully uploaded |
| B0004 | 24/07/2015 16:57 | Payment file successfully uploaded |
| B0003 | 24/07/2015 16:18 | Payment file successfully uploaded |

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From: 13/07/2015
To: 13/08/2015

Callouts:

- Your payment reference received when you initially submitted your payment data is shown here so you know which payment this message relates to (points to Reference Number column)
- The date & time that your file passed the validation checks is shown here (points to Date column)
- This is confirmation that your payment has been successfully uploaded. (points to Message column)
- "Success" messages for all uploaded payment files will be displayed on this page – it will default to show messages from the last 30 days but you can select a different date range here if needed (points to From/To date range)

These additional validation checks can take a few minutes or even over an hour during busy periods when high volumes of payments are being submitted by our pension customers, so don't be alarmed if you don't receive a message immediately.

Your direct debit payment will typically be collected within 3 working days of receiving your confirmation that the payment file has been successfully uploaded.



4.2 – Action & warning messages when making a payment

If you haven't received a message confirming that your payment file was successfully uploaded, it could mean that your data requires amendment before Aviva can collect your payment by direct debit.

If so, you will be notified of this when you log onto the Aviva billing platform.



Summary >
News
Related Actions

Burchell Reality (TK012345)

Add Scheme Members Make Payments **Messages & Notifications** ...

Follow

Scheme start date :
01/07/2015
Scheme retirement age :
65

Messages

Use the 'Messages & Notifications' button at the top right to view your messages and opt out notificati

Opt Out Notifications (0)

Messages (6)

Successful payment file uploads

Use the 'From' and 'To' dates to display more messages (the default view is the last 30 da

| Reference Number | Date | Message |
|------------------|------------------|---------|
| B0018 | 30/07/2015 15:52 | Payme |
| B0016 | 29/07/2015 15:52 | Payme |
| B0015 | 29/07/2015 15:52 | Payme |
| B0010 | 28/07/2015 11:41 | Payme |
| B0005 | 27/07/2015 15:30 | Payme |
| B0004 | 24/07/2015 16:57 | Payme |
| B0003 | 24/07/2015 16:18 | Payme |

From
13/07/2015
To
13/08/2015

STEP 1 – check if a “success” message is listed for your payment reference. If not, go to step 2.

STEP 2 – if a number is shown here, it means you have some messages & possible action to take

STEP 3 – select “Messages & notifications” from the list of available actions

After selecting “messages & notifications”, a list of messages will be displayed.

Messages for scheme Burchell Reality (TK012345)

Opt Out Notifications (Unread between 01/07/2015 and 12/08/2015)

| Policy Number | Opt Out Date | Title | Forename | Surname | NI Number | Alternative Unique ID | Read? |
|--------------------|--------------|-------|----------|---------|-----------|-----------------------|-------|
| No items available | | | | | | | |

Show More Notifications options

Messages (Unread between 01/07/2015 and 12/08/2015)

Click on the Reference Number to see all messages for the individual payment file upload

| Reference Number | Upload Date and Time | Payroll Month | Read? |
|------------------|----------------------|----------------|-------|
| B0004 | 24/07/2015 16:57 | August 2015 | ✗ |
| B0005 | 27/07/2015 15:30 | August 2015 | ✗ |
| B0008 | 28/07/2015 10:25 | August 2015 | ✗ |
| B0009 | 28/07/2015 11:23 | August 2015 | ✗ |
| B0015 | 29/07/2015 15:52 | September 2015 | ✗ |

1-5 of 6

Show More Messages options

Cancel

Mark all as read

STEP 4 – to read your message, select the appropriate payment reference



4.2 – Action & warning messages when making a payment (continued)

B0004 Messages

| Full name | NI number | Alternative unique ID | Type | Message |
|------------------|-----------|-----------------------|---------|------------------------------|
| Aaa Aditya_Mr | AB118844A | | | |
| Bbb Bobby_Mrs | BB333333B | | | |
| Ccc Caroline_Dr | | | | |
| Ddd David_Miss | | | | |
| Fff Francis_Ms | JF564387A | | | |
| Ggg Gerry_Mr | JG765676B | | | |
| Hhh Nate_Dr | JH330077C | | | |
| Iii Caroline_Mrs | | C1234 | | |
| Jjj James_Mr | JJ789111A | D9876 | | |
| Kkk Kevin_Mr | JK000664B | III999 | Warning | Warning scheme changes below |
| Lll Louise_Miss | LK666098A | NN11NN | | |
| Mmm Muneesh_Mr | NL113355D | DODGER1 | | |
| Nnn Nigel_Mr | | | | |
| Ooo Oliver_Mr | YK110022A | | | |
| Ppp Prashant_Mr | LP228811B | | | |
| Qqq Quentin_Mr | HK226611B | | | |
| Rrr Roger_Dr | | | | |
| Sss Satish_Dr | ST111321A | | | |
| Ttt Tanya_Miss | TT010305A | | | |

A warning message is there to inform you of something e.g. that you have not made payments for any of the members listed.

If your message only contains a warning, then this means that the payment has been successful and your direct debit will collect shortly, but you may want to review the listed members to see if you also need to make a payment or provide a non-payment reason for any of those.

Back

Cancel

Mark all as read

B0008 Messages

| Full name | NI number | Alternative unique ID | Type | Message |
|----------------|-----------|-----------------------|-----------------|---|
| Aditya Aaa | AB118844A | | | |
| Bobby Bbb | BB333333B | | | |
| Caroline Ccc | | | | |
| Caroline Iii | | | | |
| David Ddd | | | | |
| Francis Fff | JF564387A | | | |
| Gerry Ggg | JG765676B | | | |
| James Jjj | JJ789111A | C1234 | Action Required | The payroll month you have told us is not the month we were expecting. Action: Resubmit your whole payment file amending the payroll month to |
| Kevin Kkk | JK000664B | D9876 | | |
| Louise Lll | LK666098A | NN11NN | | |
| Muneesh Mmm | NL113355D | DODGER1 | | |
| Nate Hhh | JH330077C | | | |
| Nigel Nnn | | | | |
| Oliver Ooo | YK110022A | | | |
| Prashant Ppp | LP228811B | | | |
| Quentin Qqq | HK226611B | | | |
| Roger Rrr | | | | |
| Sss Satish_Dr | ST111321A | | Warning | This employee is showing on our records as being a member in your scheme. Action: Check the data in your file is correct & tell us of any changes before resubmitting the whole payment file. |
| Ttt Tanya_Miss | TT010305A | | | |

If your message contains an "Action Required" message, this means that the data submitted to Aviva has not passed our validation checks & you must read the message to understand what to do next. THIS MAY MEAN THAT YOU HAVE TO RESUBMIT YOUR ENTIRE PAYMENT DATA AFTER MAKING SOME AMENDMENTS TO IT.

Back

Cancel

Mark all as read



5. Updating your scheme membership

5.1 – Adding additional employees to your scheme

If you have additional employees to add to your scheme, follow the instructions [here](#)

5.2 – An employee who is in the pension scheme has left the company

If an employee has stopped working for your company so is leaving the scheme completely, you can let Aviva know when you next submit a payment for your scheme – please follow the instructions [here](#)

5.3 – An employee is taking a contribution break for 1 or more months

If an employee remains employed by you but contributions are to cease (temporarily or permanently), you can let Aviva know when you next submit a payment for your scheme – please follow the instructions [here](#)