June 2015

Material payment failures

The essential guide to reporting the late payment of contributions

Information for trustees, administrators and managers

automatic enrolment

The Pensions Regulator

Trustees and managers of occupational and personal pension schemes have a legal duty to report material payment failures to us.

It's crucial that the money paid in respect of each scheme member is correct and transferred on time. Employers, pension schemes and members all have a part to play in making sure that an accurate flow of contributions is maintained.

To help you, we have produced an online reporting portal where you can let us know about individual or multiple payment failures to defined contribution schemes. This guide explains how to use the portal.

Determining whether you should make a report

You need to make a report whenever a 'material payment failure' occurs. A material payment failure is where contribution payments are not paid to the scheme by the due date and where this failure is likely to be of material significance to the regulator.

You can get help determining whether there has been a material payment failure in our codes and guidance for occupational pension schemes at **www.tpr.gov.uk/code5** and personal pension schemes at **www.tpr.gov.uk/code6**.

Where there has been a material payment failure, you need to report it within a reasonable period.

For information about reporting late payments in defined benefit (DB) schemes, refer to section 161 of Code of Practice 3: Funding defined benefits at **www.tpr.gov.uk/code3**.

Information about payment failures

To submit a report you'll need to have some specific information about the scheme, employer and payments to hand. You can find out what information you'll need in the table on page 13.

Five steps to setting up an account

Follow these simple steps to create an account on our online portal.

1. Set up an account on Exchange, if you don't already have one, at **exchange.tpr.gov.uk**
2. Contact **MCReportingSupport@tpr.gov.uk** to link your account to a dedicated reporting portal
3. Use the test mode to practice uploading and submitting reports
4. Contact **MCReportingSupport@tpr.gov.uk** to validate your account
5. Start reporting at **tpr.gov.uk/maintaining**

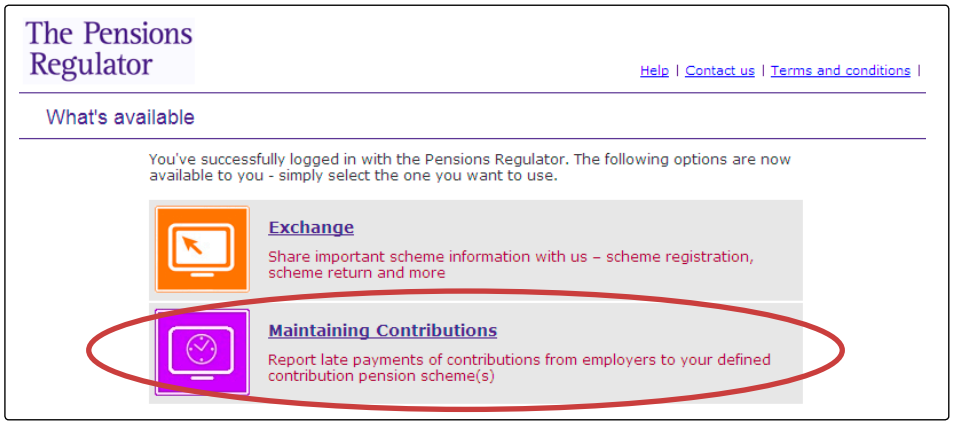
How to report

Using single or bulk reporting

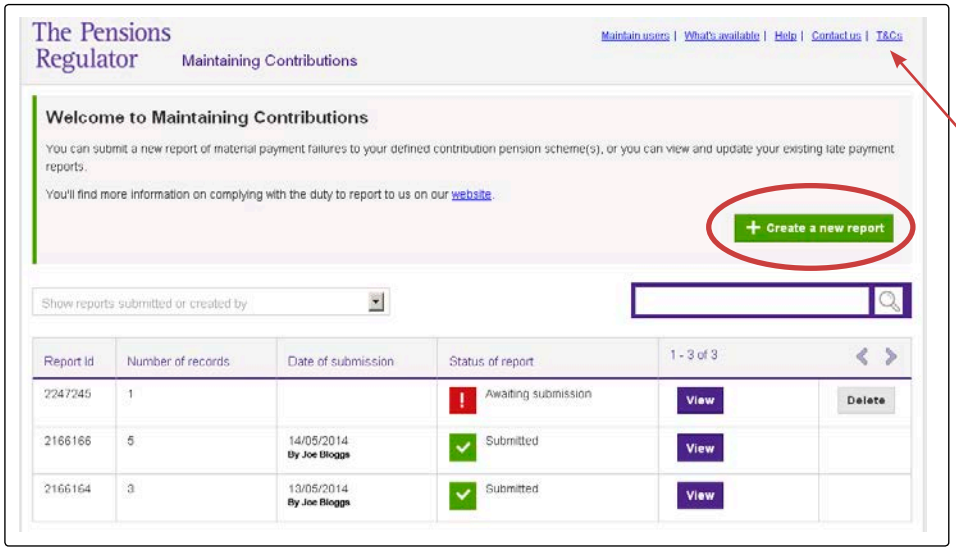
The following pages show the steps for creating a report on the portal. The next page (p4) introduces the welcome screen with options for either single or bulk reporting. Make sure you have the information about the payment failure to hand when completing the form.

Creating a report

You'll see this screen when you go back into **www.tpr.gov.uk/exchange** after your account has been validated. Click on 'Maintaining Contributions'.

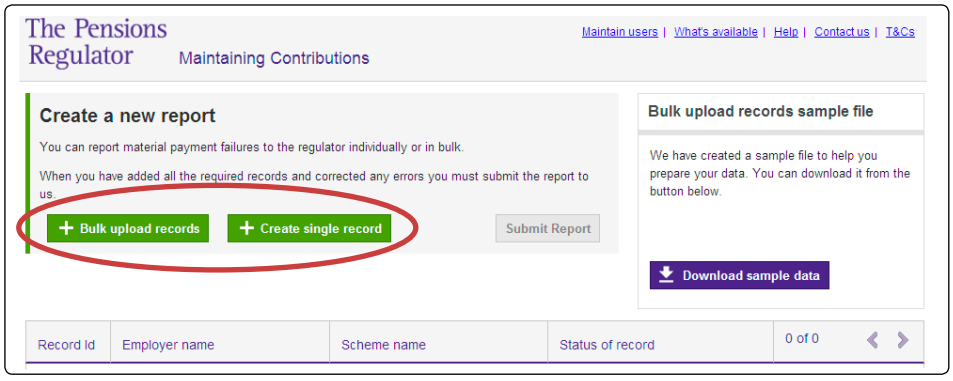


The welcome screen shows the status of reports already submitted and an option to create a new report by clicking + Create a new report



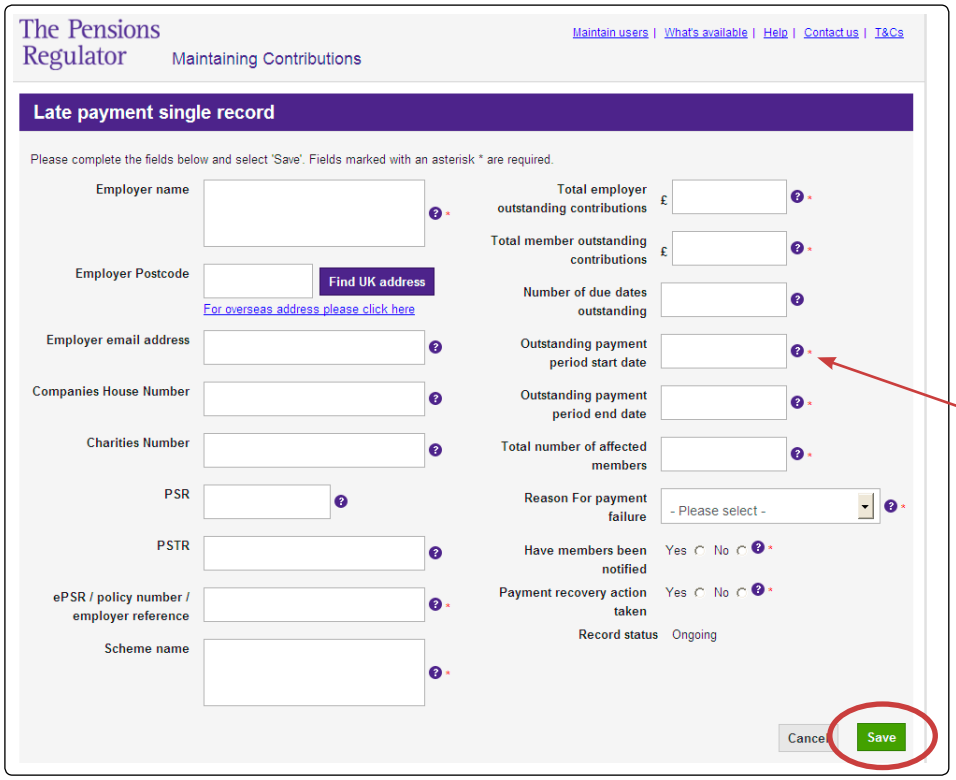
Note: navigation links are available at the top of the page.

Now you can choose to create a single record (see page 5), a bulk upload (see page 7), or a mixture of the two.



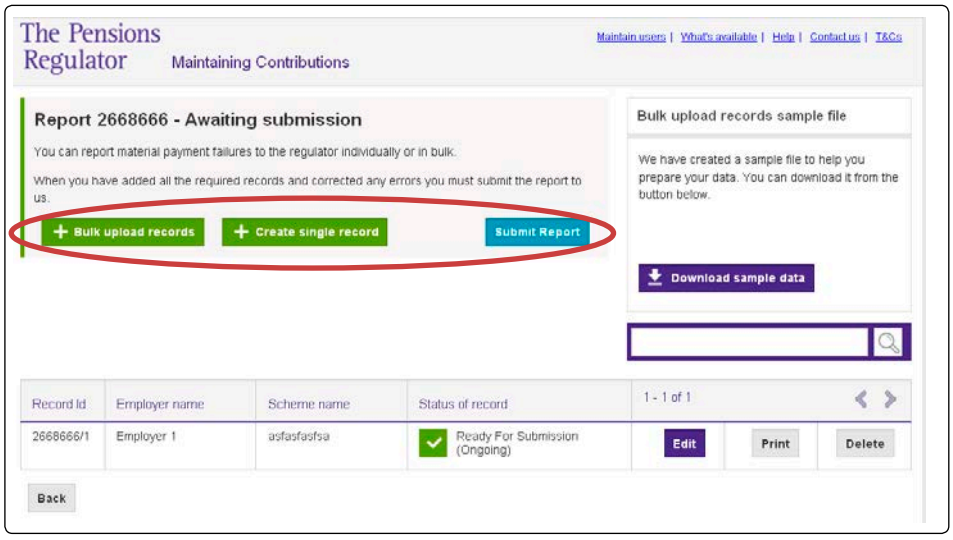
Using the portal for submitting single reports

After selecting 'Create single record', complete all data fields and click 'Save'. Help with the data formats can be found on p13.

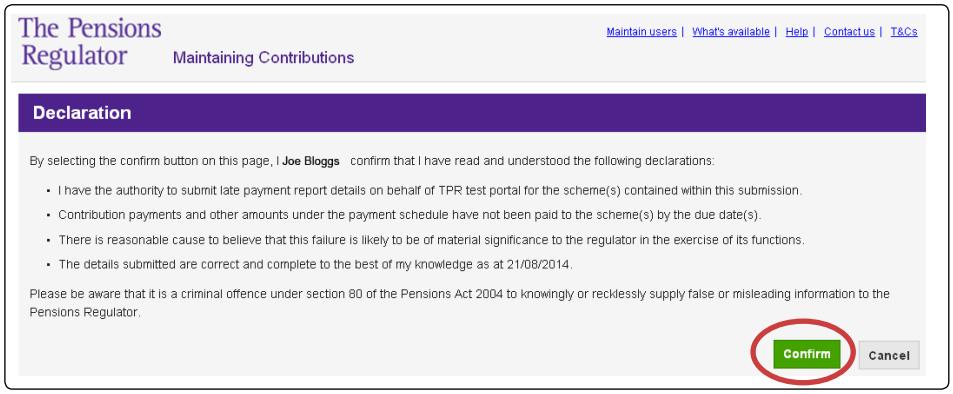


Note: click on the question mark icons for further information on the data requirements.

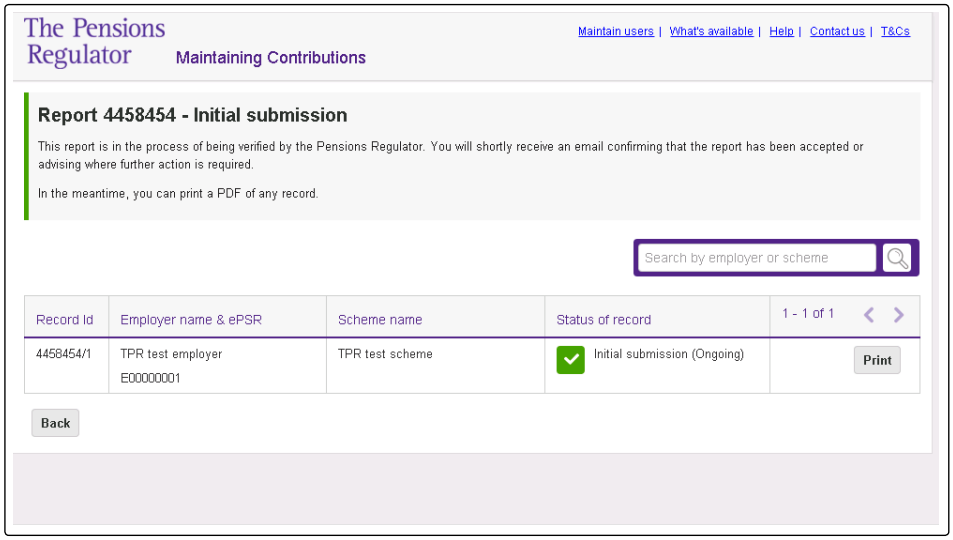
You can now submit your report or create additional single or bulk records, as shown below.



Once you have clicked 'Submit report' you will be asked to 'Confirm' the declaration.



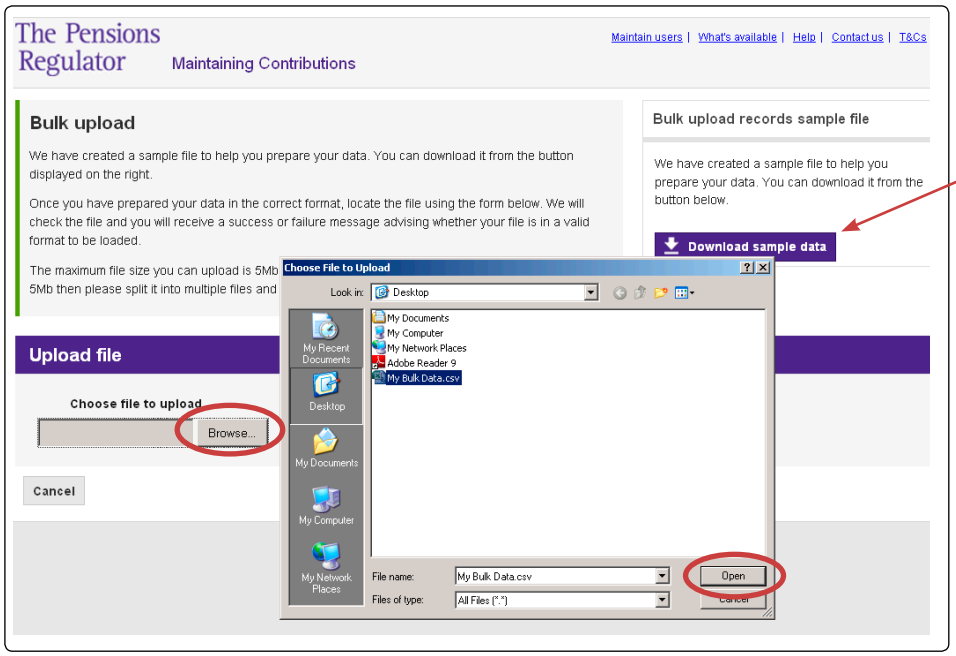
This will complete the process.



Using the portal for bulk reports

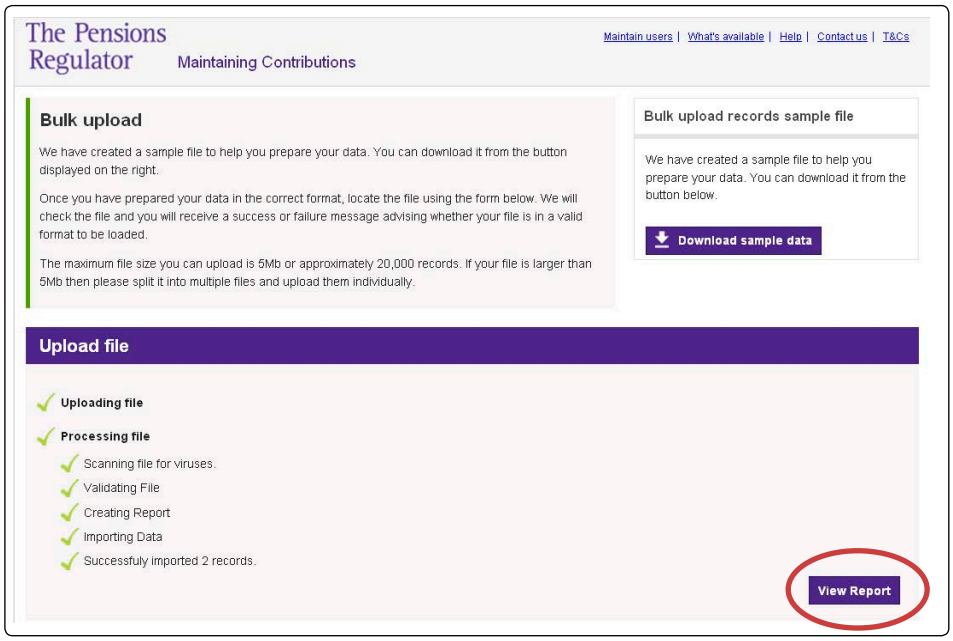
For bulk reports, you must ensure that the file you attach is correctly formatted. This should be a .csv file. A sample .csv file showing the correct formatting can be downloaded by selecting 'Download sample data' in the portal or visiting **www.tpr.gov.uk/sample-data**.

Select 'Bulk upload records' (see page 4), click 'Browse' and, once chosen, click 'Open' to upload your file.

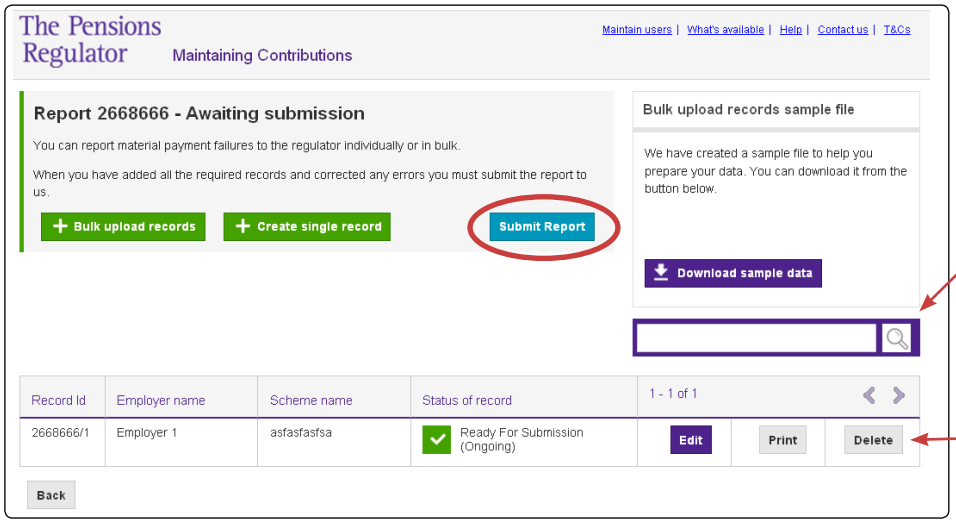


Note: a sample file is available to help you prepare your bulk data.

The file will then be processed and the confirmation of correct format and data are shown by a tick appearing next to each requirement. At this stage 'View report' can be clicked to progress to the next screen. If the data is not correct a cross will show and the file will not have uploaded. If this occurs please check the data fields for errors.



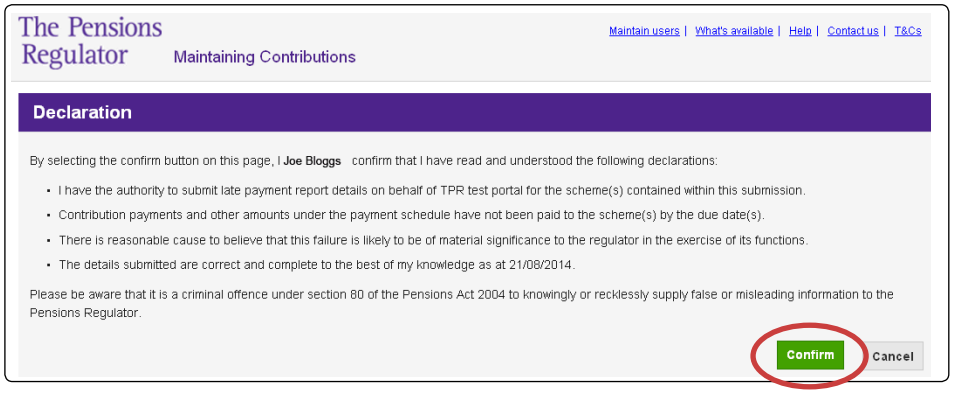
Once you have uploaded the file, click 'Submit report'.



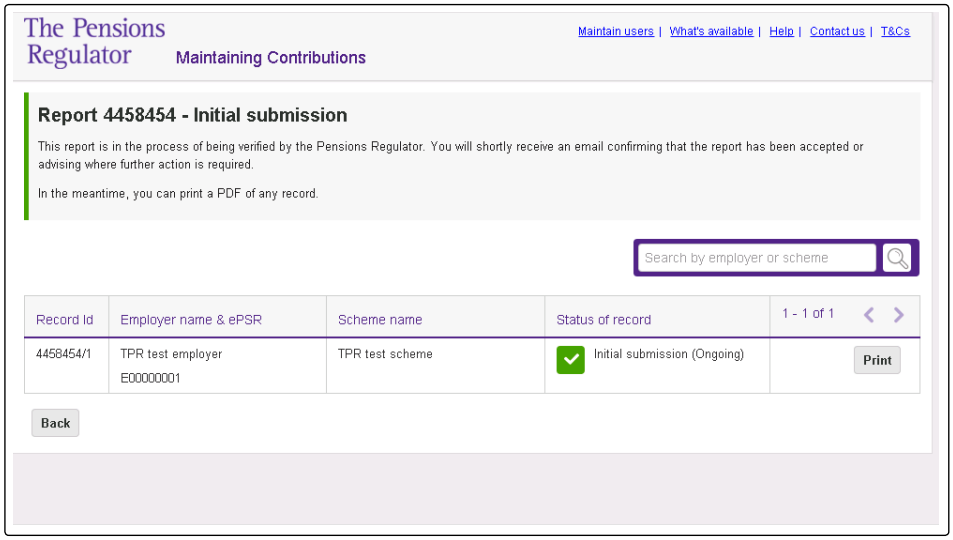
Note: a search can be made by employer or scheme name.

Note: records can be edited, printed or deleted at any time.

You will now be asked to 'Confirm' the declaration.



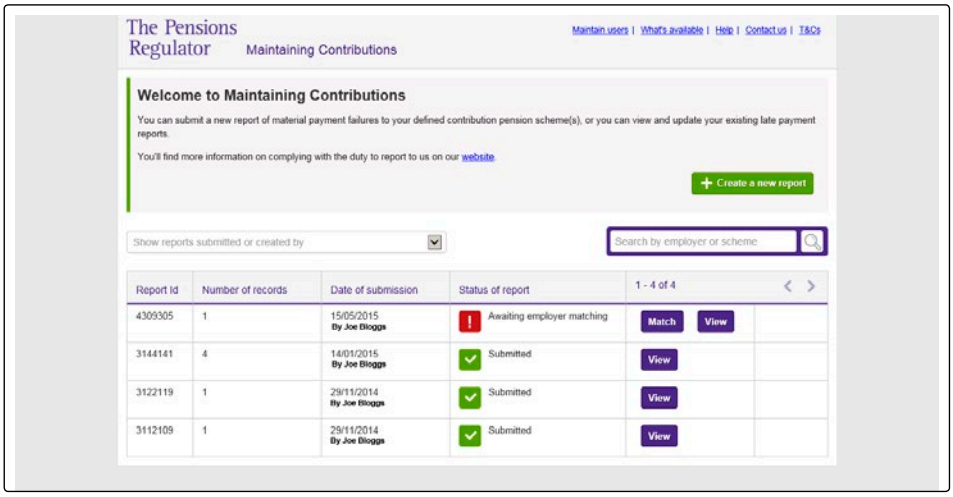
This will complete the process.



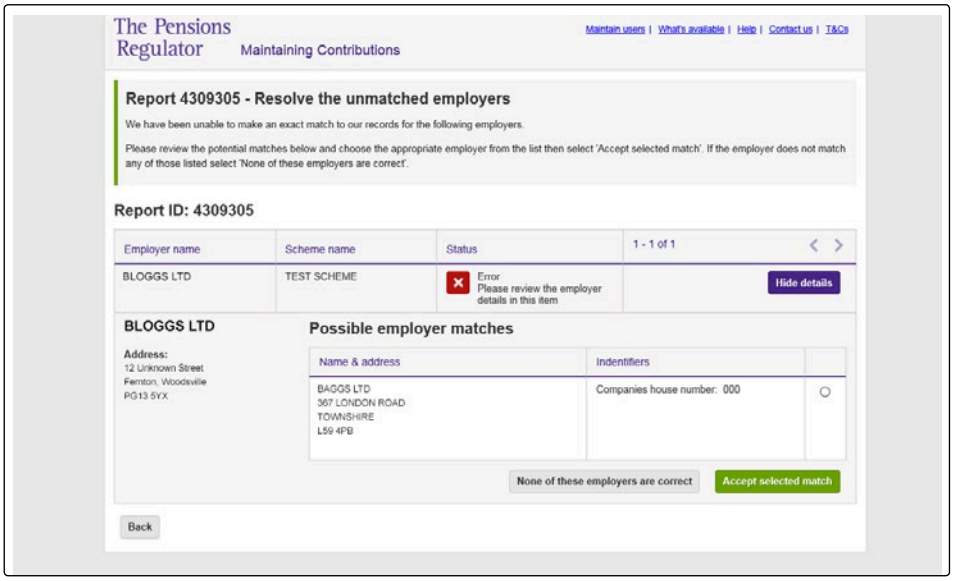
Employer matching

After every report you submit you will receive an email to inform you that the report has been initially submitted. These will then be processed by our systems.

You will then receive a second email telling you that either the report has been successfully processed and you need take no further action at this time, or the email will state that we have been unable to automatically match some of the employers in your report with our records. If this is case you will need to access the report and click on the match option.

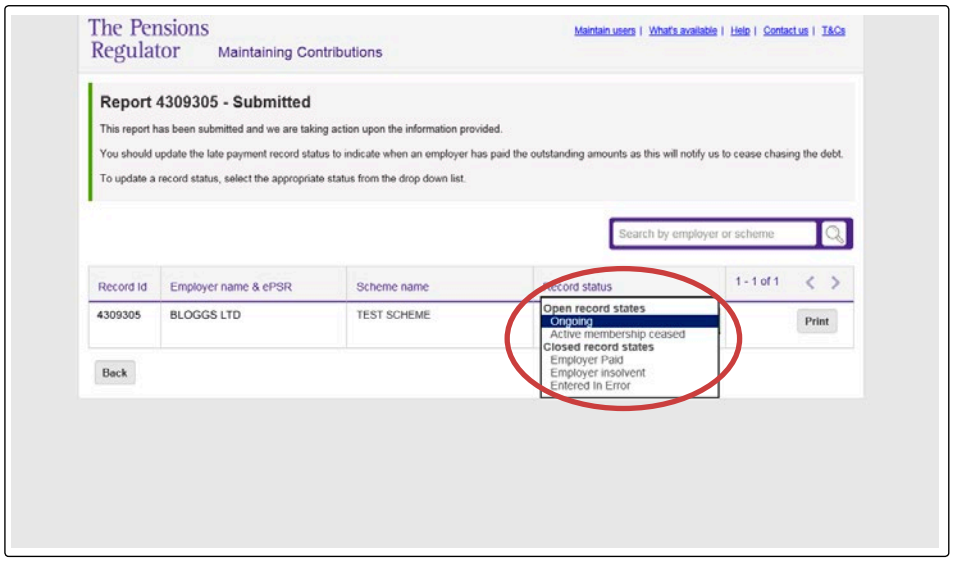


For each unresolved match select an employer from the list of potential matches. If none of the records match then you are able to choose the option 'None of these employers are correct'. All unmatched records need to be matched before the whole report is submitted to us.



After you have reported

Once you have informed us of a material payment failure, we will investigate and may take enforcement action against the employer. After submitting a report you will need to update us if the employer subsequently settles their outstanding contributions.



When you submit a material payment failure report it will automatically be given the status of 'Ongoing'. You can change this status to one of four others via the update screen:

- Active membership ceased – you have ceased the employer's participation in the scheme. This does not stop any potential enforcement action.
- Employer paid – employer has settled the outstanding contribution or you have agreed a payment plan with the employer. This stops any potential enforcement action.
- Employer insolvent – the employer has become insolvent. This stops any potential enforcement action.
- Entered in error – you have since found the report should not have been created or a mistake was made in the information that was submitted.

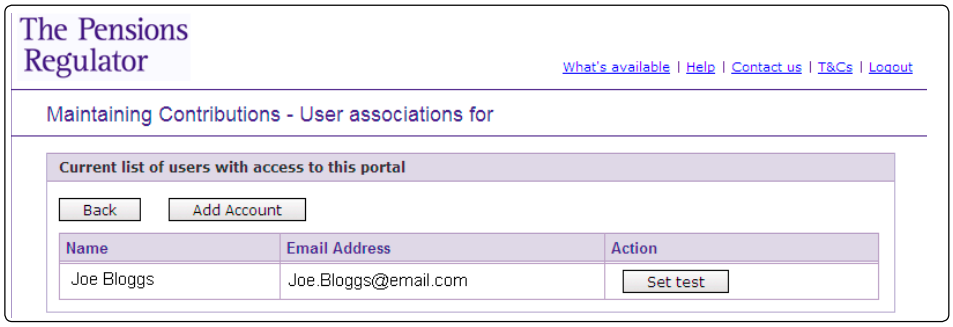
Where we find an employer is insolvent via our own investigation we will mark the report as 'employer insolvent'.

A bulk upload report can be made to change just the status by uploading the full report and changing the end column to the new compliance status.

Managing users

You can add or remove users from the 'Maintain users' link, which can be found in the navigation bar at the top of the screen.

The screen below shows the users for the account (in this case only one). Additional users can be added or removed at any time, however there must always be at least one user associated to the account.



For more information on the portal, visit w**ww.tpr.gov.uk/exchange-help**.

The information you need to provide

The information that you need to provide is in the table below, including the format of data.

Data item	Explanation	Mandatory?	Format
PSR	This is the Pensions Scheme Registry number assigned by The Pensions Regulator to registered schemes.	No	An 8 digit number between 10000000 and 19999999. If the scheme is not registrable leave this field blank
PSTR	The HMRC tax approval number. This should be the new style Pension Scheme Tax Reference (PSTR) which is obtained when the scheme registers with HMRC.	No	Free text
ePSR/ policy number/ employer reference	This is your unique reference for the employer's relationship to the scheme (where the employer has not been staged yet, this may be your policy number or an organisation reference).	Yes	Free text, 20 character limit
Scheme name	The name of the scheme to which the payment relates.	Yes	Free text
Employer name	Name of the employer to which payment relates.	Yes	Free text
Employer address	First two lines of the the employer address to which the payment relates.	Yes	Free text
Employer postcode	For UK-based employers.	Yes	Free text
Employer country	Employer's country of origin, please use 'United Kingdom' for all UK-based employers.	Yes	
Employer email	Your email contact details with the employer.	No	Email address
Companies House number	All UK limited companies have to register with Companies House. You can look this up at www.companieshouse.gov.uk	No	Ensure all leading zeros are present; there should be eight characters in the reference number

Data item	Explanation	Mandatory?	Format
Charity number	Number identifying the employer held by the Charity Commission. You can look up a charity's number at www.charitycommission.gov.uk	No	No longer than 10 characters
Total employer outstanding contributions	Total amount (in pounds sterling) of employer contributions due under the payment schedule or direct payment arrangement, and which have not been paid by the due date(s).	Yes	Amount between 0 and 1,000,000,000.00 (either this field or total member contributions need a value greater than zero)
Total member outstanding contributions	Total amount of employee contributions due under the payment schedule or direct payment arrangement, and which have not been paid by the due date(s).	Yes	Amount between 0 and 1,000,000,000.00 (either this field or total employer contributions need a value greater than zero)
Outstanding payment period start date	The first scheme due date for which contributions have not been received.	Yes	(dd/mm/yyyy)
Outstanding payment period end date	The latest scheme due date for which contributions have not been received.	Yes	(dd/mm/yyyy)
Number of due dates outstanding		No	Whole number
Total number of affected members	Either: 1. Where the employer has failed to pay contributions in relation to all scheme members, this should be the last known number of active members, or: 2. Where the employer is paying for some members but not others, this should be the total of the different members affected in each period.	Yes	Whole number, greater than zero

Data item	Explanation	Mandatory?	Format
Reason for payment failure	Please provide a reason for the material payment failure. Where the reason is not captured in any of the dropdown choices, please select Other.	Yes	Select from: Employer unwilling to pay, Recovery process exhausted, Possible dishonesty, Fraudulent evasion, Inadequate payment procedures/ systems, Contributions outstanding 90 days from due date, Persistent late payments, or Other
Have members been notified? (Y/N)		Yes	Yes or No
Payment recovery action taken (Y/N)	Please indicate whether you have taken payment recovery action in line with the regulator's published codes and guidance or not.	Yes	Yes or No
Record status indicator	Indicates whether this is a new material payment failure (Ongoing), one which has been resolved by the employer settling the debt or entered into a payment plan.(Employer paid) or one where you have closed the scheme in relation to that employer (Active membership ceased). Employer has entered into any insolvency event (Employer insolvent). If incorrect information was submitted (Entered in error).	Yes	Ongoing, Employer paid, Active membership ceased, Employer insolvent, Entered in error

How to contact us

0845 600 0707
MCReportingSupport@tpr.gov.uk
www.tpr.gov.uk

www.trusteetoolkit.com
Free online learning for trustees

www.pensionseducationportal.com
Free online learning for those running public service schemes

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