In this bulletin, we shall focus on Pay Reference Numbers.

The data matching routine

In order to successfully load data to a member's record, our system carries out four checks to ensure data is applied to the correct record.

1. Does the GTC reference exist on the administration system
2. Does the reported surname match that on the members record
3. Does the reported forename match that on the members record
4. Does the Pay Reference match that on the members record

Only data that passes all four checks is automatically loaded to the member record.

Of the four tests, it is the Pay Reference test that fails the most. Approximately 35% of data fails to automatically load because the Pay Reference reported does not match what is held on the member record.

Active Member Reports

We will shortly be providing you with an active member report. This will detail all members in active pensionable employment and will be presented at "contract" level.

The active member report will allow you to gauge how many annual returns we are expecting from you. (Excluding any recent starters or leavers)

Pay Reference Mismatch

Your analysis should conclude with a list of members without a matching pay reference. An annual return must not be submitted for these members until we have received notification of the correct pay reference number. If you need to update pay reference numbers you can do this by submitting the Pay Reference Update form. You must add the new pay reference number into the comments box and complete any pay reference updates before you submit the annual return.

If you change it, report it

When we receive a starter form, we create a new record using the pay reference first reported. As this is an important matching field, you must notify us each and every time the pay reference changes, otherwise all annual returns or leavers will fail to update the members record.

Pay Reference Best Practices

When you create a pay reference for your members you should bear in mind the following golden rules:

- The pay reference must be unique to the contract and always in the first ten characters
- The pay reference should (ideally) not change for the duration of the contract
- You do not need to 'pad' new pay references with additional zeroes as there is no minimum character length
- Existing references must be reported exactly as they were reported on the starter in all future data returns

For more information please see our comprehensive pay reference guide that contains helpful guidance on creating and maintaining pay references.