

Aviva billing platform User guide

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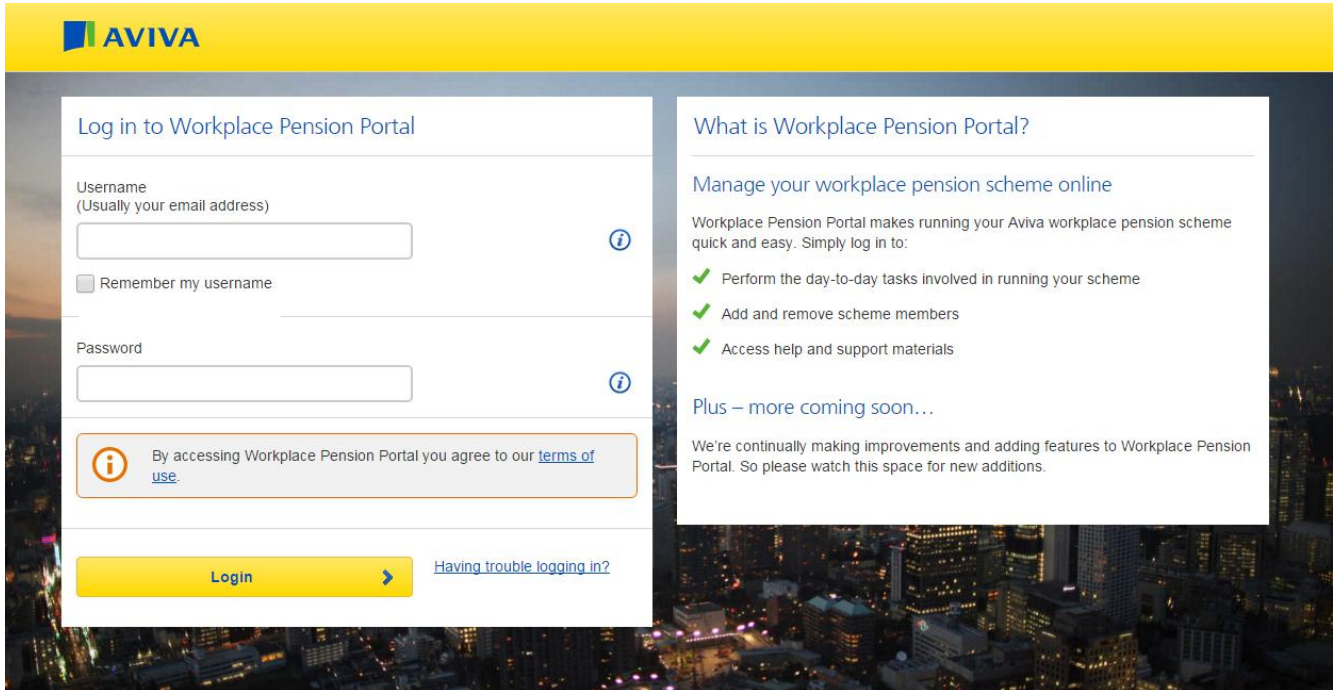
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1. Getting started

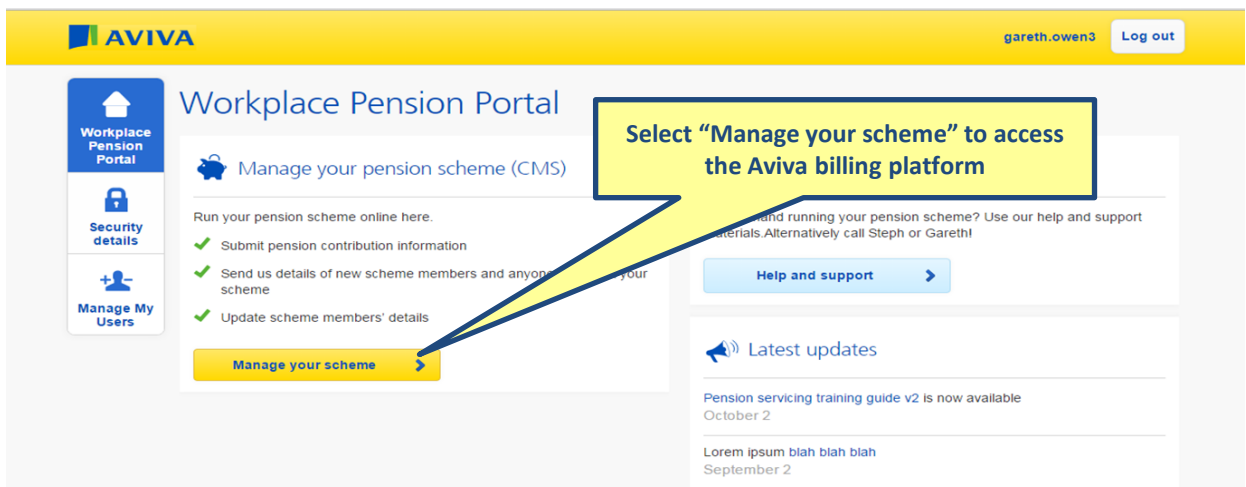
1.1 Accessing the Aviva billing platform

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.

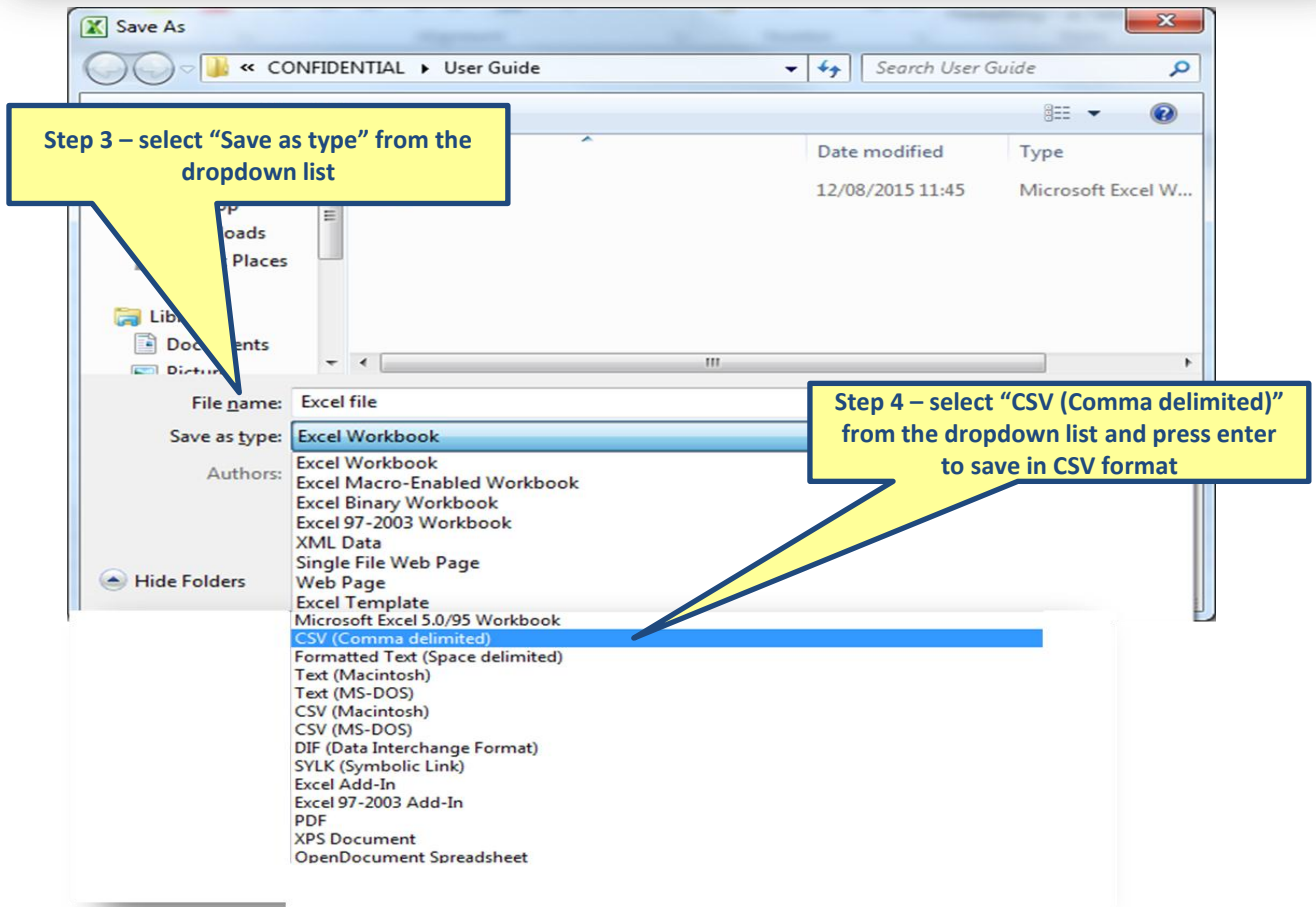
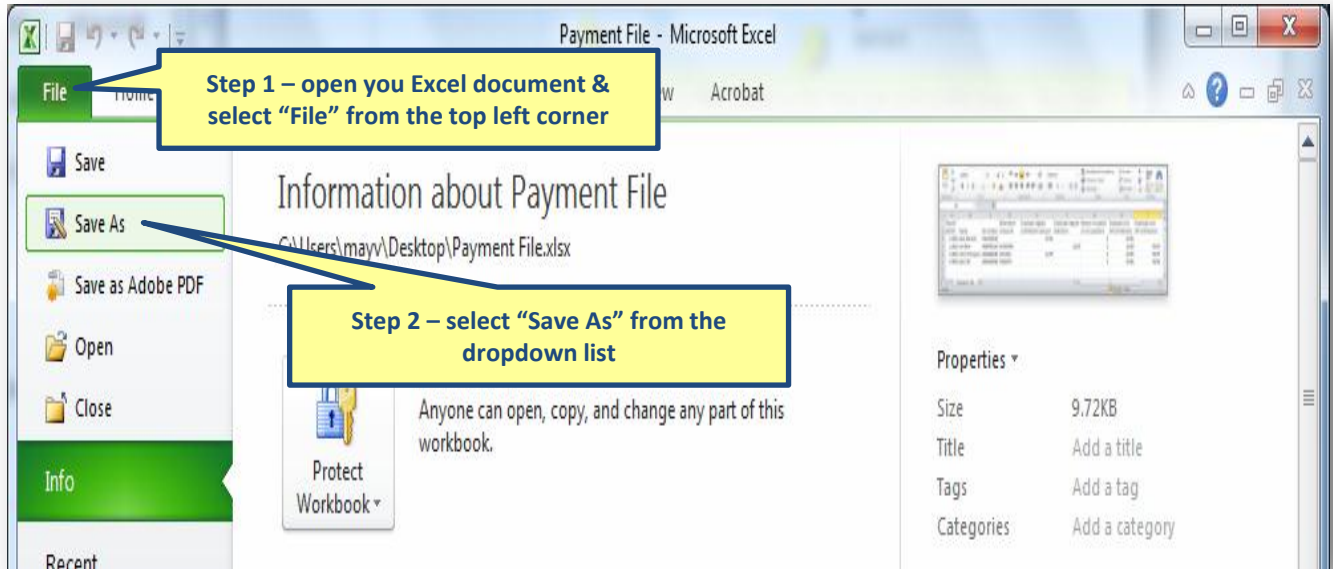
YOUR PASSWORD IS CONFIDENTIAL – PLEASE DO NOT SHARE THIS WITH ANYBODY





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.*

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

<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

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.

NOTE – when you add employees to the scheme, they will be reflected in your scheme membership overnight, after which time you will be able to make a payment for them.



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](#). **Any new scheme members added will be reflected in your scheme overnight, after which time you will be able to make a payment for them.**
4. When you've completed steps 1 – 3 above, you are ready to make a payment. Instructions can be found [here](#). **Remember that any employees added to the scheme the same day will not be reflected on your scheme membership list until the following morning so you will not be able to make a payment for them until the next day.**



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 web interface 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 displays 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 yellow 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 yellow 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'. The table contains one entry: '30/06/2015 14:36' with the message 'Payment file successfully uploaded'. Below the table, there are input fields for 'From' (08/06/2015) and 'To' (09/07/2015).

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

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 “Make payments” from the list of actions available

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

Click here to download sample CSV file

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

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



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.



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

From

13/07/2015

To

13/08/2015

"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

Your payment reference received when you initially submitted your payment data is shown here so you know which payment this message relates to

The date & time that your file passed the validation checks is shown here

This is confirmation that your payment has been successfully uploaded.

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
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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	C1234		
James Jjj	JJ789111A	III999	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](#)