Troubleshooting error guide

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Error	Solution
Header row	
Unable to locate a valid header record	Check that the letter 'H' appears on the file in the very first field. This is to establish the account details so that The People's Pension can allocate employee details and contributions correctly.
Account number is incorrect	Check that your account number is correct. This number is required to allocate employee details and contributions correctly. This can be found in the top right hand corner of Online Services once you've logged into the account.
File start date has not been provided	Check that you've provided your start date of the pay period in which contributions will be deducted. This is to ensure that contributions are allocated for the correct period for each employee.
Date {0} is incorrect. Expected format is {1}	Check that the date format matches what has been set up in your account. For example, if you've selected the date format of yyyy-mm-dd, you need to ensure that all dates within your file match this.
File start date is different to your account settings	Check that the date on your file matches the date we're expecting from your account settings. If you need to amend this date, please email us on **support@peoplespartnership.co.uk**
File end date has not been provided	Check that the file end date has been provided in order for contributions to be allocated for the correct pay period.
Date {0} is incorrect. Expected format is {1}	Check that the date format matches what has been set up in your account. For example, if you've selected the format of yyyy-mm-dd, all your dates within your file must match this.
File end date is different to your account settings	Check that the file end date matches what we're expecting from your account settings. To change this date email us on **support@peoplespartnership.co.uk**
File type is missing	Please provide one of the required file types: FL, MA, CO in the header row of your file.
File type of {0} is incorrect; expected file type is {1}	The file type you've provided us with doesn't match your account settings. Check that you're using one of the following file types: FL, MA, CO.
File type is incorrect	The file type you've provided us with is in an invalid format. Check that you're using one of the following file types: FL, MA, CO.
Trailer row	
Unable to locate a valid trailer record	Check that the letter 'T' appears on the file in the very last field of your data. This confirms the end of your submitted information.
The contribution total is missing from the last row of the file	Check that the employee and employer contribution total amount has been added correctly.
The contribution total must be a number	Check that the contribution total field contains only numeric characters.
The contribution total must be no more than 2 decimal places. Expected format 0.00	Amend the format of the data so the contribution total field contains no more than 2 decimal places ie 0.00.
Details row	
Employee data must start with the letter 'D'	Check that the letter 'D' appears on the file for every employee record, so that each employee's details and contributions are read correctly by our system.
Record type is invalid. Expecting 'D' but found {0}	Check that the record type starts with the letter 'D' to confirm it's an employee details row.

Error	Solution
Gender & title	
Gender and Title are both missing	Check that the gender and title has been added in order to establish the normal retirement age.
Title cannot be blank if Gender is invalid	Check that the title is provided in the standard format ie Mr, Mrs, Miss, Ms, Dr, Sir.
Provided Gender indicates {0}; however provided Title indicates {1}	Check that the employee's gender and title match the standard format. For example, a title of Mr must be a gender of M.
Gender cannot be blank if title is Dr	As 'Dr' isn't gender specific check that this field isn't blank.
Forename	
Forename 1 is missing	Check that Forename 1 field contains at least 1 character.
Forename 1 cannot contain numbers	Check that Forename 1 field only contains letters.
Forename 1 exceeds the maximum of 30 characters	Check that Forename 1 field has no more than 30 characters.
Forename 1 can only contain 1 apostrophe	Check that Forename 1 field has no more than 1 apostrophe.
Forename 1 exceeds the maximum of 4 hyphens	Check that Forename 1 field has no more than 4 hyphens.
Forename 1 exceeds the maximum of 4 spaces	Check that Forename 1 field has no more than 4 spaces.
Forename 1 cannot contain special characters	Check that Forename 1 field has no special characters ie @, ~,#, ! Etc.. You'll need to remove all special characters.
Forename 2 cannot contain numbers	Check that Forename 2 field doesn't have a number in it. You'll need to remove any numbers.
Forename 2 exceeds the maximum of 30 characters	Check that Forename 2 field doesn't have more than 30 characters.
Forename 2 can only contain 1 apostrophe	Check that Forename 2 field has no more than 1 apostrophe.
Forename 2 exceeds the maximum of 4 hyphens	Check that Forename 2 field has no more than 4 hyphens.
Forename 2 exceeds the maximum of 4 spaces	Check that Forename 2 field has no more than 4 spaces.
Forename 2 cannot contain special characters	Check that Forename 2 field has no special characters ie @, ~,#, !. Etc. You'll need to remove all special characters.
Surname	
Surname is missing	Check that the Surname field has at least 2 characters.
Surname exceeds the maximum of 45 characters	Check that the Surname field is no longer than 45 characters.
Surname must contain at least 2 characters	Check that the Surname field has at least 2 characters.
Surname can only contain 1 apostrophe	Check that the Surname field has no more than 1 apostrophe.
Surname exceeds the maximum of 4 hyphens	Check that the Surname field has no more than 4 hyphens.
Surname exceeds the maximum of 4 spaces	Check that the Surname field has no more than 4 spaces.
Surname cannot contain special characters	Check that the Surname 1 field has no special characters ie @, ~,#, !, Etc. You'll need to remove all special characters.

Error	Solution
Date of birth	
Date of birth is missing	Check that the date is in a specified format. For example, if you've selected the date format of yyyy-mm-dd, then all your file dates must match this.
Date of birth is invalid as it is in the future	Check that the date of birth isn't after the pay period you are submitting employee data for.
Date {0} is incorrect. Expected format is {1}	Check that the employee's date of birth is in the specified format. The file date format of dd/mm/yyyy doesn't match the date format of yyyy-mm-dd specified in the account settings.
Date of birth is invalid as it is more than 100 years in the past	Check that the date of birth is no more than 100 years ago.
Date of birth is invalid as it is less than 12 years in the past	Check that the date of birth is more than 12 years ago.
Date of birth makes the employee under 16 years old	Check that the employee is over the age of 16 for them to be enrolled into the scheme.
National Insurance Number	
National Insurance number has a duplicate within this file	Check that there are no duplicate National Insurance numbers on the same file. You'll need to remove any duplicate numbers.
Unique identifier	
Unique Identifier is missing. A unique identifier (UID) is a numeric or alphanumeric string that is associated with a single entity within a given system such as payroll number.	Check that the unique identifier field is at least 1 character for each employee. This is normally the employee's specific staff number.
Unique Identifier exceeds the maximum of 50 characters	Check that the unique identifier field contains no more than 50 characters.
Unique Identifier has a duplicate within this file	Check that the unique identifier field hasn't been duplicated on the same file or account.
Address	
Address 1 is missing	Check that Address 1 field has been populated along with 2 other Address fields (for example, Address 1,3 & 4). Address 1 field must contain at least 1 character.
Address 1 exceeds the maximum of 50 characters	Check that Address 1 field has no more than 50 characters.
At least 3 address fields must be completed	Check that Address 1 field has been populated along with 2 other address field (for example, Address 1,3 & 4).
Total address must contain at least 15 characters	Check that there are at least 15 characters across all the address fields including the postcode.
Address 2 exceeds the maximum of 50 characters	Check that Address 2 field has no more than 50 characters.
Address 3 exceeds the maximum of 50 characters	Check that Address 3 field has no more than 50 characters.
Address 4 exceeds the maximum of 50 characters	Check that Address 4 field has no more than 50 characters.
Address 5 must not exceed the maximum of 25 characters	Check that Address 5 field (normally a postcode) has no more than 25 characters.

Error	Solution
Employment start date	
Date {0} is incorrect. Expected format is {1}	Check that the employee's employment start date is in the specified format. The file date format of dd/mm/yyyy doesn't match the date format of yyyy-mm-dd specified in the account settings.
Employment start date is invalid. Must be before enrolment date.	Check that the employment start date isn't after the enrolment date.
Employment start date is invalid. Must not be equal to or later than the PRP start date	Check that the employment start date isn't the same or later than the pay period start date.
Employment start date is invalid. Must not be prior to the employee's 12th birthday	Check that the employment start date isn't before the employee's 12th birthday.
Employment end date	
Date {0} in incorrect. Expected format is {1}	Check that the employee's leaving date is in the specified format. The file date format of dd/mm/yyyy doesn't match the date format of yyyy-mm-dd specified in the account settings.
Employment end date is incorrect. Must not be before enrolment date	Check that the employee's leaving date isn't before the enrolment date.
Employment end date is invalid. Must not be prior to employment start date	Check that the employee's leaving date isn't before the employment start date.
AE worker group	
AE worker group exceeds the maximum of 40 characters	Check that the AE worker group ID (which can be found under the Manage worker group section of Online Services) is no more than 40 characters. This ID must match what's submitted on the employee data.
AE worker group of {0} is not listed in your account settings	Check that the AE worker group ID field matches what we're expecting from the account settings.
AE worker group is missing	Check that the AE worker group ID is provided. This is used to identify expected contribution levels (% or fixed amount) for joiner information and assessment. This must match the ID of an existing worker group created during account setup. If you're unsure what worker group ID's you have, visit the Manage worker group section of Online Services.
AE worker group must not be changed mid PRP	Check that the AE worker group hasn't been changed halfway through the pay period.
The account doesn't have any worker groups	To set up a worker group go to the Manage worker group section of Online Services.
AE status	
AE status has incorrect spelling	The AE status has been spelt incorrectly. Check that the status is one of the following: Eligible, Non Eligible, Entitled, Contractual Enrolment, Not Known, Already in Qualifying Scheme, or Not Applicable.
AE status must not be Not Applicable for under 75s	Check that employees under 75 have one of the following statuses: Eligible, Non Eligible, Entitled, Contractual Enrolment, Not Known, Already in Qualifying Scheme.

Error	Solution
AE date	
Date {0} is incorrect. Expected format is {1}	Check that the date format matches what has been set up in your account. The format of dd/mm/yyy is used on the file whereas, the date format of yyyy-mm-dd has been specified under the account settings.
AE date must be completed if AE status Eligible	If AE status is Eligible, check that the AE date field has been entered, so that People's Partnership can send out joiner information. Eligible employees mustn't have their status changed.
AE date must be blank if AE status is Non Eligible	IF AE status is Non Eligible, check that the AE date field is blank and that an Opt in date has been provided if the employee is joining the pension scheme.
AE date must be blank if AE status is Entitled	If AE status is Entitled, check that the AE date field is blank and that a Scheme join date has been provided if the employee is joining the pension scheme.
AE date must be blank if AE status is Not Known	If AE status is Not Known, check that the AE date field is blank. The AE date is only used for an employee assessed as Eligible.
AE date must be blank if AE status is Not Applicable	If AE status is Not Applicable, check that the AE date field is blank. The AE date is only used for employees assessed as Eligible.
AE date must be blank if AE status is Contractual Enrolment	If AE status is Contractual Enrolment, check that the AE date field is blank and that a Scheme join date has been provided if the employee is joining the pension scheme.
AE date must be blank if AE status is Already In Qualifying Scheme	If AE status is Already in Qualifying Scheme, check that the AE date field is blank. The AE date is only used for employees assessed as Eligible.
AE date must not be before Employer Staging/duties start date	Ensure that the employee's AE date is after the staging/duties start date.
AE date must not be more than 1 month in the future	Ensure that the employee's AE date is no more than 1 month in the future.
AE date is not as expected. Expected AE date is shown	Check that the AE date on the file matches the previous file. The AE date is given when the employee is first assessed and enrolled into the pension scheme. This date will need to appear on the file and be stored in payroll to remain the same for all future contributions once the employee is enrolled.
AE date must not be before employee's date of birth	Check that the AE date is after the employee's date of birth.
Cannot validate Eligibility date as worker group cannot be found	We're unable to confirm the Eligibility date as the worker group can't be found. Check you're using an active worker group.
AE date has not been provided and worker group does not support postponement although employee has an AE status set to 'Eligible'. An Eligible status requires an AE date.	The employee has an AE status set to Eligible and so they will need an AE date. This worker group doesn't support postponement, so you'll need to provide the AE date.
AE date must not be before employment start date	Check that AE date is after the employment start date.
Date {0} is incorrect. Expected format is {1}	Check that the date format matches what has been set up in your account. The date format of dd/mm/yyyy is used on the file whereas, the date format of yyyy-mm-dd has been specified under the account settings.

Error	Solution
Scheme join date	
Scheme join date must be blank if AE status is Eligible	If the employee has been assessed as Eligible, check that the Scheme join date field is blank. An AE date must be provided if the employee is being enrolled into the pension scheme.
Scheme join date must be blank if AE status is Non Eligible	If employee has been assessed as Non Eligible, check that the Scheme join date field is blank. An Opt-in date must be provided if the employee is joining the pension scheme.
Scheme join date must be blank if AE status is Not Known	If the AE status is Not Known, check that the Scheme join date field is blank.
Scheme join date must be blank if AE status is Not Applicable	If the AE status is Not Applicable, check that the Scheme join date field is blank.
Scheme join date must be blank if AE status is Contractual Enrolment (Unless operating the scheme prior to staging/ duties start date)	If the AE status is Contractual Enrolment, check that the Scheme join date field is blank (unless you're operating the scheme prior to your staging/duties start date).
Scheme join date must be blank if AE status is Already In Qualifying Scheme	If AE status is Already in Qualifying Scheme, check that the Scheme join date field is blank.
Scheme join date cannot be before Employer Staging/duties start date	Check that the Scheme join date is after the employer's staging/duties start date.
Scheme join date is incorrect. Expected Scheme join date is shown	Check that the Employee's Scheme join date matches the previous file submission.
Scheme join date cannot be more than 12 months in the future	Check that the Scheme join date is less than 12 months in the future.
Scheme join date cannot be before employee's date of birth	Check that the Scheme join date is after the employee's date of birth.
Scheme join date cannot be before employment start date	Check that the Scheme join date is after the employment start date.
Opt out date	
Date {0} is incorrect. Expected format is {1}	Check that the date format matches what has been set up in your account. The date format of dd/mm/yyyy is used on the file whereas, the date format of yyyy-mm-dd has been specified under the account settings.
Opt out date cannot be before employee enrolment date	Check that the Opt out date is after the employee enrolment date.
Opt out date cannot be before employee start date	Check that the Opt-out date is after the employee start date.
Opt out date cannot be in the future	Check that the Opt-out date isn't in the future.
Opt out dates are invalid for new scheme members	Opt-out dates are invalid for new scheme members.
Opt out date cannot be before Employer Staging/duties start date	Check that the Opt-out date is after the employer's staging/duties start date.

Error	Solution
Opt in date	
Date {0} is incorrect. Expected format is {1}	Check that the date format matches what has been set up in your account. The date format of dd/mm/yyyy is used on the file whereas, the date format of yyyy-mm-dd has been specified under the account settings.
Opt in date must be blank if AE status is Eligible	Check that the Opt in date field is blank if the employee has been assessed as Eligible.
Opt in date must be blank if AE status is Entitled	Check that the Opt in date field is blank if the employee has been assessed as Entitled.
Opt in date must be blank if AE status is Not Known	Check that the Opt in date field is blank if the employee's AE status is Not Known.
Opt in date must be blank if AE status is Not Applicable	Check that the Opt in date field is blank if the employee's AE status is has been assessed as Eligible.
Opt in date must be blank if AE status is Contractual Enrolment	Check that the Opt in date field is blank if employee's AE status is Contractual Enrolment.
Opt in date must be blank if AE status is Already In Qualifying Scheme	Check that the Opt in date field is blank if the employee's AE status is Already in Qualifying Scheme.
Opt in date cannot be before Employer Staging/duties start date	Check that the Opt in date is after the employer's staging/duties start date
Opt in date is incorrect. Expected Opt in date is shown	Check that the Employee's Opt-in date matches the previous file submission.
Opt in date cannot be more than 12 months in the future	Check that the Opt in date is less than 12 months in the future.
Opt in date cannot be before employment start date	Check that the Opt in date is after the employment start date.
Opt in date cannot be before employee's date of birth	Check that the Opt in date is after the employee's date of birth.
Total earnings	
Total earnings must contain at least 1 number	Check that the Total earnings field contains at least 1 number.
Total earnings must be no more than 2 decimal places; Expected format 0.00	Amend the format of the data so the Total earnings field has no more than 2 decimal places ie 0.00.
Total earnings cannot be a negative figure	Check that the Total earnings field is a positive figure. If a refund is being made to the employee and no contributions are to be submitted, this figure should show as 0.00.
Total earnings must be a number	Check that the Total earnings field is a number.
Total earnings exceeds the maximum of xxxxxx	Check the Total earnings field doesn't exceed the maximum amount of 99,999.99.

Error	Solution
Pensionable earnings	
Pensionable earnings must contain at least 1 number	Check that Pensionable earnings field contains at least 1 number.
Pensionable earnings must be no more than 2 decimal places; Expected format 0.00	Amend the format of the data so the Pensionable earnings field has no more than 2 decimal places ie 0.00.
Pensionable earnings cannot be a negative figure	Check that the Pensionable earnings field is a positive figure. If a refund is being made to the employee and contributions aren't being submitted, this figure should show as 0.00.
Pensionable earnings must be a number	Check that the Pensionable earnings field is a number.
Pensionable earnings exceeds the maximum of xxxxxx	Check the Pensionable earnings field doesn't exceed the maximum amount of 99,999.99.
Employer pension contribution	
Employer pension contribution must contain at least 1 number	Check that the Employer pension contribution field contains at least 1 number.
Employer pension contribution cannot be a negative figure	Check that the Employer pension contribution field is a positive figure. If a refund is being made to the employee and no contributions are to be submitted, this figure should show as 0.00.
Employer pension contribution must be a number	Check that the Employer pension contribution field is a number.
Employer pension contribution exceeds the maximum of xxxxxx	Check the Employer pension contribution field doesn't exceed the maximum amount of 99,999.99.
Employer pension contribution invalid where AE status is Already In Qualifying Scheme	Employer pension contribution is invalid where the AE status is Already In Qualifying Scheme. This status tells us the employee is enrolled in another pension scheme elsewhere and that we aren't expecting contributions for this employee.
Employer pension contribution invalid where AE status is Not Known	Employer pension contribution is invalid where AE status is Not Known. This status tells us that the employee is in a postponement period and so no contributions should be submitted.
Employer pension contribution must be no more than 2 decimal places; Expected format 0.00	Amend the format of the data so the Employer pension contribution field has no more than 2 decimal places ie 0.00.
Employer pension contribution invalid with future employment start date	Employer pension contribution is invalid with a future employment start date, as this tells us that the employee hasn't started employment yet.

Error	Solution
Employee pension contribution	
An Entitled employee cannot have employer contributions if no join date has been set	An employee assessed as an Entitled Worker mustn't have employer contributions if they haven't joined the pension scheme.
A Non Eligible employee cannot have contributions if no Opt in date has been set	An employee assessed as a Non Eligible jobholder mustn't have contributions if they haven't joined the pension scheme.
Employee is aged 75 or over and has contributions on the file	Check that contributions on the file are for employees who are aged under 75.
Employee is aged under 16 and has contributions on the file	Check that contributions on the file are for employees aged 16 and over. Employees aged under 16 cannot contribute to the pension scheme.
Employee pension contribution must contain at least 1 number	Check that the Employee pension contribution field contains at least 1 number.
Employee pension contribution cannot be a negative figure	Check that the Employee pension contribution field is a positive figure. If a refund is being made to the employee and contributions aren't being submitted, this figure should show as 0.00.
Employee pension contribution must be a number	Check that the Employee pension contribution field is a number.
Employee pension contribution exceeds the maximum of xxxxxx	Check that the Employee pension contribution field doesn't exceed the maximum amount of 99,999.99.
Employee pension contribution invalid where AE status is Already In Qualifying Scheme	Employee pension contribution is invalid where the AE status is Already In Qualifying Scheme. This status tell us the employee is enrolled in another pension scheme elsewhere and that we're not expecting contributions for this employee.
Employee pension contribution invalid where AE status is Not Known	Employee pension contribution is invalid where the AE status is Not Known. This status tells us that the employee is in a postponement period and so no contributions should be submitted.
Employee pension contribution must be no more than 2 decimal places; Expected format 0.00	Amend the format of the data so the Employee pension contribution field has no more than 2 decimal places ie 0.00.
Employee pension contribution invalid with future employment start date	Employee pension contribution is invalid with a future employment start date as this tells us that the employee hasn't started employment yet.
An Entitled employee cannot have employee contributions if no join date has been set	Employees assessed as Entitled Workers mustn't have employee contributions if they haven't joined the pension scheme.
A Non Eligible employee cannot have employee contributions if no Opt in date has been set	Employees assessed as Non Eligible Jobholders mustn't have employee contributions if they haven't joined the pension scheme.
Employee age	
Employee is aged 75 or over and has contributions on the file	Check that contributions on the file are for employees who are aged under 75.
Employee is aged under 16 and has contributions on the file	Check that contributions on the file are for employees aged 16 and over. Employees aged under 16 cannot contribute to the pension scheme.
Missing/Partial pension code	
Missing/Partial pension code must be a number. Expected range; Blank or 8	Check that the Missing/Partial pension code is a number. We'll only accept numbers from 1-8 based on the file date requirements.

People's Partnership