



Full Checklist

We previously told you that we'd be completing a future data cleanse activity that will be used going forward. This will be known as the Full Checklist.

The Full Checklist development has been completed and is ready to send to employers to rectify any service and/or salary gaps dating back to April 2014.

The first notification you'll get that your file has been sent out, is an email to the 'Service and Salary' contact we hold for your establishment.

It's important that you keep these details up to date by checking the Employer Contact Details webform, more details on how to complete this can be found [here](#).

We'll upload a file containing the service highlighted by the Full Checklist system for members within your employment.

The file will contain any member data with gaps in employment or potentially missing withdrawals for service between 01/04/2014 and 31/12/2019.

You can download this file by:

- Logging into the Employer Portal
- Selecting "Download a file"
- Selecting the data centre the file has been submitted to
- Selecting the category "Historic non-submitted service"
- Downloading the file beginning "MSRCHCKOUT"

What do I need to do?

You'll need to review each member on the Full Checklist file and determine the corrective action.

In Column AB, there'll be a 'Reason' populated against each member. There are two main reasons for missing service and an additional one for outstanding errors.



The possible missing service reasons are as follows:

'Missing Service - Gap in pensionable employment between "Date From" and "Date To". Please complete the missing service line(s) or confirm the withdrawal on the previously submitted service line provided'

- These lines will contain no service details only the date from and date to of the service line that we believe is missing. If this is missing, you'll need to fill in the remaining service details and delete the additional service rows that aren't missing
- A prepopulated service line will be provided where this is the last service line we hold on record, prior to the gap. In this instance, if the member withdrew from employment at this point, you need to update the line with a withdrawal indicator (W) and delete service lines relating to the gaps in employment.

'Missing Service and/or Withdrawal Indicator - No further service received from "Date To plus one day of the last service line held" where no withdrawal indicator has been provided. Please confirm the withdrawal on the service line provided or add the additional missing service line(s)'

- Where the member has no further service in any employment, but a withdrawal indicator was not provided on the service line provided. In this instance, you'll need to review the service line provided and add a withdrawal indicator (W) if the member did withdraw. Otherwise, if the member remained in employment, you'll need to add the missing service lines after this point and delete the row provided.

'outstanding error to correct'

- Where service has been sent but an error occurred, and this hasn't been corrected.

Please note that this 'Reason' is only a guide, each member would need to be investigated by you to confirm what corrective action is required.

Once the reason has been identified, you'll then need to correct the member's service record accordingly. This should be done by updating the checklist file and uploading to the Employer Portal. Due to the volume of data you may want to complete and send in batches. The first 18 characters of the filename must remain unchanged when you do this, then you'd need to add an additional character after.

When updating the file, it's important you complete all the relevant information for each member.

For those with non-submitted service, you need to ensure that the correct service period and salary information are provided (completing in the same format as your normal MDC submission).

For those with a missing withdrawal indicator, you'll need to populate the service details of the last service record we have on file, adding the withdrawal indicator and changing column A to 'U'. If a member has left employment on 31 January 2017 and has missing service lines, you'd send an update line for the pay month in which the member left with a W on it, checking that the end date was the last day of service. You don't need to correct all the lines of missing service, provided the member hasn't any additional service after this missing withdrawal that was not previously provided.

If you confirm a leaving date going back some time, you need to check that there are no lines of service shown on the member print with you (following the leaving date).

If lines are found then please [email](#) us to have these removed.