

For employers

Submit new members

It's quick and easy to add new members to your scheme with our **import new entrants** online tool.

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payroll file

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Step 1 – check the payroll file

First of all, compare your payroll file with this **sample file** to make sure the content and layout match.

The payroll file should either be:

- an Excel spreadsheet (.XLS or.XLSX), or
- a CSV (Comma Separated Variables) file – make sure all commas are removed from the file before starting.

For a successful import we recommend using an excel spreadsheet.

Take a look at the **Appendix** for a more detailed explanation of how the data in the file should be formatted. Before uploading new members please make sure there's no password protection on the file, and the maximum file size is 500kb.

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Step 2 – log in

When you're happy with the file format, visit; aegon.co.uk/login and log in to our secure online services using your usual username and password. Once you've logged in, select **Import new entrants** to add new members. If you use SmartEnrol this option isn't available – please continue to submit new members through SmartEnrol.

If you're not using our paperless joining service, a pop-up box will appear to remind you to send in signed application forms. To find out about the benefits of paperless joining and how to apply, please speak to your scheme adviser.

Please make sure the email address linked to your user ID is up to date in case we need to contact you. To check and/or update the email address associated with your user ID, please contact our eService helpdesk on 03456 10 00 01 (call charges will vary).

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Step 3 – import new members

Order column headings

On the **Import new entrants** screen enter the column letter from your payroll file into the corresponding box under **Column heading**. For example:

A	B	C	D	E	F	G	H	I	J	K
753	A house	1 Street Road	A Town	In County	X12 ABC	Mr	Joe	Bloggs	01/04/1980	M

Import new entrants screen

Personal details	Column heading		Column heading
Payroll number / Employee ID:	<input type="text" value="A"/>	Address line 1*:	<input type="text" value="B"/>
Title*:	<input type="text" value="G"/>	Address line 2*:	<input type="text" value="C"/>
Forename*:	<input type="text" value="H"/>	Address line 3:	<input type="text" value="D"/>
Surname*:	<input type="text" value="I"/>	Address line 4:	<input type="text" value="E"/>
Date of birth (DD/MM/CCYY)*:	<input type="text" value="J"/>	Address line 5 (Postcode)*:	<input type="text" value="F"/>
Sex*:	<input type="text" value="K"/>	Retirement age*:	<input type="text" value="L"/>
		Other plan:	<input type="text"/>
Occupation:	<input type="text"/>	National Insurance number*:	<input type="text" value="M"/>
Home phone number:	<input type="text"/>	Work phone number:	<input type="text"/>
Estimated earnings*:	<input type="text" value="N"/>	Financial adviser case reference:	<input type="text"/>

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Employer/Employee details	Column heading		Column heading
Employer contribution %:	<input type="text" value="0"/>	Plan Start date (DD/MM/CCYY)*:	<input type="text" value="Q"/>
Employee contribution %:	<input type="text" value="P"/>		
Employer contribution £:	<input type="text"/>	Level of advice:	<input type="text" value="T"/>
Employee contribution £:	<input type="text"/>		
Auto-enrolment class*:	<input type="text" value="T"/>	Earning Tier Number*:	<input type="text" value="V"/>
Default investor*:	<input type="text" value="U"/>	Opt Out Period Ended (Y/N)*:	<input type="text" value="X"/>
Regular contribution investment details	Column heading		Column heading
Fund 1 mnemonic:	<input type="text" value="Y"/>	Fund 6 mnemonic:	<input type="text"/>
Fund 1 contribution percentage:	<input type="text" value="2"/>	Fund 6 contribution percentage:	<input type="text"/>
Fund 2 mnemonic:	<input type="text"/>	Fund 7 mnemonic:	<input type="text"/>
Fund 2 contribution percentage:	<input type="text"/>	Fund 7 contribution percentage:	<input type="text"/>
Fund 3 mnemonic:	<input type="text"/>	Fund 8 mnemonic:	<input type="text"/>
Fund 3 contribution percentage:	<input type="text"/>	Fund 8 contribution percentage:	<input type="text"/>
Fund 4 mnemonic:	<input type="text"/>	Fund 9 mnemonic:	<input type="text"/>
Fund 4 contribution percentage:	<input type="text"/>	Fund 9 contribution percentage:	<input type="text"/>
Fund 5 mnemonic:	<input type="text"/>	Fund 10 mnemonic:	<input type="text"/>
Fund 5 contribution percentage:	<input type="text"/>	Fund 10 contribution percentage:	<input type="text"/>

Only asterisked fields are mandatory. When you've finished, select **Submit**.

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Submit the file

On the next screen:

- check the column ordering is correct (select the Go button if you need to make changes);
- browse for the file;
- choose the file type, and
- select **Submit** to import the file.

Once you've imported the file you'll be taken to the summary screen, where you can review, edit, delete and submit the imported information.

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Step 4 – review and submit

On the summary screen you can submit new members and correct any problems with a member's details. You can access the summary screen at any time, and the data will be saved until you either submit or delete the members.

A maximum of 50 members will be shown on each page. If there's more than 50 members, select **Next** at the bottom of the list to view the next 50. If you've ticked the select box next to a member, remember to submit or delete them before moving to the next page or your selections will be lost.

Change member details

If there are any problems with a member's details, they'll be listed under the **New entrants with incorrect data** section. To change the details, simply click the member's surname, correct the details shown in red and press submit. They'll automatically be moved to the **New entrants ready to be submitted** section.

As well as changing details, you can also add waiver of contribution cover and customised lifestyle strategies in the edit screen (if the scheme wasn't auto-enrolled).

If you need any help, please get in touch with the eService helpdesk on **03456 10 00 01** (call charges will vary) or by contacting us at – aegon.co.uk/onlineform

Submit new members

You can submit or delete:

- individual members, or
- all members (up to a maximum of 1,000 members per transaction).

When you're ready to submit we recommend using the **Submit all** button.

When you're finished, you'll be taken to a confirmation screen showing how many members have been submitted. Plans will be live and able to accept contribution payments within five working days, or when the member's joining date arrives (with the exception of Group Money Purchase schemes). When the policy is live, SmartPay payments can be made.

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File formatting

The tips and table below explain how your file should be formatted for a successful import.

- Cells containing formula can't be imported. To value cells ready for import, highlight the range and select **Edit** then **Copy**. Then select **Edit** and **Paste special**. In the **Paste special** box choose **Values** and **OK**.
- Remove any blank rows or columns from the spreadsheet. Column headings must also be removed (print the spreadsheet or make a note of what data appears in which column – you'll need this information for Step 3).

- Check there are no hidden columns.
- Make sure there's no password protection on the file.
- If you're importing a CSV file check there are no commas in the file.
- The maximum file size for a single import is 500kb.

Field	Format
DOB/start date	All date fields must be in dd/mm/yyyy format. To change date formats in Excel, highlight the relevant cells, select Format cells , change the category to Custom and enter dd/mm/yyyy in the type box. The start date can't be later than the 28th of the month.
Name	Forenames and surnames must be shown in separate columns. <ul style="list-style-type: none">• Forenames – no longer than 24 characters.• Surnames – no longer than 20 characters.
Address	Addresses must be split so that each line of the address, including the postcode, is saved in a separate column. Each line of the address should be no longer than 24 characters. Please supply the full address. To split information into separate columns, add the appropriate number of new columns and select Data then Text to columns . Choose Next , check the box next to the space in Step 2 to use this as the delimiter, then select Finish .

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Field	Format
National Insurance Number (NINO)	<p>NINOs must be valid and in the format AA123456A.</p> <p>If the member is waiting to receive their NINO please use the letters TM at the start, the members date of birth in the middle and A, B, C or D at the end. Please send us the correct NINO when it's available.</p> <p>If a member isn't going to apply for a NINO please use NC at the start, the members date of birth in the middle and A, B, C or D at the end.</p>
Estimated earnings/contributions	<p>Estimated earnings and contribution fields must be in a numeric format with no commas, % or £ signs.*</p> <ul style="list-style-type: none"> • Percentage rates – maximum of two decimal places. • Monetary amounts – maximum of two decimal places. <p>The figure entered should be the gross amount.</p> <p>The employer contribution figure must be the contribution amount after salary sacrifice, if applicable.</p> <ul style="list-style-type: none"> • Estimated earnings – no decimal places. <p>To round figures to the correct number of decimal places insert a column next to the data and use the formula @round (A1, 2) and copy this to all cells that you want to apply the formula to.</p> <p>*To format the field, right click the relevant cell and select format cells from the dropdown menu. In the Number tab, change the cell format category to Number and change the decimal places field to a maximum of two where applicable. By doing this you'll minimise the chance of the wrong value being submitted when the file is imported.</p>
Title	Please review the sample file referred to in Step 1 for details of valid titles.
Sex**	M – male F – female
Retirement age	The retirement age must be in a 2 number format and be between age 55 and 75.

**upper case only

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Field	Format
Auto-enrolment (AE) class*	<p>This can be either:</p> <ul style="list-style-type: none">• AE – any member who is eligible or non-eligible;• EW – an Entitled Worker, or• CJ – a Contractual Joiner.
Earnings tier*	<p>This is the earnings tier used to calculate the contributions for auto-enrolment:</p> <ul style="list-style-type: none">• Tier 1 – based on pensionable earnings which must be at least equal to the employee's basic pay.• Tier 2 – based on pensionable earnings which must be at least equal to the employee's basic pay. The total pensionable earnings of all employees (in aggregate) this tier applies to must be at least 85% of their aggregate total earnings.• Tier 3 – based on all earnings.• Tier S – based on all earnings, deducting the lower earnings threshold and capped at the upper earnings threshold. <p>For Entitled Workers or Contractual Joiners this column can be left blank, but must still be imported.</p>
Default investor*	<ul style="list-style-type: none">• Y – if the fund mnemonic entered is the scheme default fund.• N – the fund mnemonic entered is a different fund to the scheme default fund.
Opt-out period ended*	<ul style="list-style-type: none">• Y – if the new member is outside the opt-out period.• N – if the new member is in the opt-out period – you won't be able to submit the new member until they're out of the opt-out period. <p>For Entitled Workers or Contractual Joiners this column can be left blank, but must still be imported.</p>

*upper case only

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Field	Format
Level of advice*	This is the advice the new member received before joining the scheme: <ul style="list-style-type: none">• F – full advice;• N – no advice, or• D – direct offer.
Payroll number/ employee ID	The unique alphanumeric ID used for the employer payroll.
Occupation	This can be free text and is only needed if waiver benefit is to be applied to contributions.
Fund mnemonic*	This is a three letter code, unique to Aegon for each investment fund available. For example, Universal Lifestyle Collection is ULF by mnemonic. You can find a link to funds and their mnemonics on the import screen. If an invalid mnemonic is used or the field is blank the new members will be allocated to the scheme default fund. The maximum number of funds which can be selected is 10.

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