NEST - Troubleshooting

Submitting Pension Filings to NEST through pensionsync is an effortless button-click process. If you get any errors, Xero's detailed error reports make it easy to resubmit the Pension Filing.

The below table shows a few errors which are specific to NEST:

What does the error report say?	What does this mean?	What should I do?
You must provide a valid header or trailer record.	This means that NEST can't match the contributions you've sent to a Contribution Schedule they are expecting.	Refresh the scheme details in Xero to make sure you have the right Groups and SubGroups in payroll. Check the pay period dates that NEST are expecting and make sure they match payroll.
You've already enrolled this member using this enrolment type.	The worker is already enrolled in NEST. This typically happens if the worker has been manually added on the NEST website prior to processing payroll. Remember, with digital Pension Filings there's no need to manually add workers on the NEST website.	If a worker has been manually added, you'll need to process the contributions for this pay period online too. In future periods simply submit Pension Filings through pension**sync** to avoid any manual processing on the NEST website.
This member doesn't belong on this schedule. Please check that they've been enrolled and are still an active member.	This may happen when a worker has opted out or the incorrect Group has been assigned to the individual.	Check the enrolment status and Group of the worker in the NEST website and update payroll or NEST accordingly.

If you require further support contact uk.payroll@support.xero.com

pension**sync** works at the heart of AE, connecting payroll to pensions.