



The People's Pension - Troubleshooting

Submitting Pension Filings to The People's Pension 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 The People's Pension:

| What does the error report say? | What does this mean? | What should I do? |
|--|--|---|
| File start date or end date is different to your account settings | This means that The People's Pension are expecting different period dates compared to what payroll is producing. | Please check The People's Pension website to see what pay period is expected - perhaps the pay period in question has already been submitted manually? |
| An Eligible status must have an AE Date | The People's Pension can't process the worker's enrolment information. | Please check whether the worker already appears in The People's Pension website and compare the details with their payroll record. There may be a discrepancy between their enrolment date or type, or they may have Opted Out of the scheme. |
| A file is already queued for processing. Unable to accept further files. | The People's Pension are still processing an earlier submission, so can't accept another one yet. | The People's Pension's systems update overnight - so you should be able to make your next submission tomorrow. |

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