



Supplementary guide for i-Connect online returns

March 2026





Contents

| | |
|---|----|
| General points | 3 |
| i-Connect 'Dashboard' | 3 |
| Member matching..... | 4 |
| Employees page | 4 |
| New employees..... | 5 |
| Employee contributions and pay: this pay period | 5 |
| Employee contributions and pay: year-to-date values | 6 |
| Employee additional contributions | 6 |
| Employee service..... | 7 |
| Employee personal details | 7 |
| Employee contact details | 8 |
| Employee leavers and opt outs | 8 |
| Completing the 'Return' page | 8 |
| 'Latest Upload Events' summary page..... | 9 |
| 'Remittance Confirmation' page..... | 10 |
| 'Sending Data to the fund' page | 10 |
| Important note: i-Connect users | 10 |
| Contact Us..... | 11 |

About this guide

This guide is to be used in **addition** to the main guide published by i-Connect. It will set out some of the local arrangements in order to comply with the Shropshire County Pension Fund Administration Strategy.



General points

- Online returns should be completed **on or before the day the payment is due** to reach the bank account of Shropshire County Pension Fund, or if paying by cheque, at the time of posting the payment.
- Payment **must be made by the 19th of the month** following the deduction from pay.
- Any post number changes should be treated as a leaver from the old post number and a new starter created for the new post number.
- Full Time Equivalent pay (FTE pay) can be provided monthly but should be provided for all members on the March upload.
- All casual/timesheet staff should have their hours averaged for the year at month 12 and input on the March upload.

Please **do not** click refresh or the continue/back buttons if i-Connect freezes at any stage of the monthly upload as this can cause i-Connect to fail. Click the i-Connect logo which should take you back to the dashboard, if this doesn't happen, please close the browser and try again. If you are still unable to upload data, please contact Shropshire County Pension Fund through the details provided at the end of this document.

i-Connect 'Dashboard'

Please see pages 5-6 of the [i-Connect User Guide](#).

In order for you to use the system some preliminary work will be undertaken by Shropshire County Pension Fund to ensure you are set up. When you first log in you will see the 'Dashboard', if you do not see this, please contact Shropshire County Pension Fund.



Member matching

Please see pages 6-8 of the [i-Connect User Guide](#).

Member matching will be processed by the fund before your first return is submitted.

Employees page

Please see page 10 of the [i-Connect User Guide](#).

This page lists all members of the pension scheme for your employer. If a member has been made a leaver, they will have a 'Remove' button next to their name when you next submit a return. There are two options regarding removing leavers from the online return:

Option 1:

Remove the member from the online return on the next return. This will remove the member completely from the i-Connect system, so the member's year to date (YTD) figures will be removed from the i-Connect dashboard. If you decide to remove the leavers at this stage, you will need to record the YTD figures separately so they can be added to the i-Connect totals at year end.

Option 2:

Keep the leavers on the i-Connect file for the financial year. The monthly figures for the member would need to be zero but the YTD figures can remain. This will mean that the YTD figures will remain on the i-Connect dashboard and won't have to be recorded separately for year end. The leavers can then be removed in the April return ready for the new year.

If you require help with what to do with leavers, or more information on the two options above, please contact Shropshire County Pension Fund.



New employees

Please see page 11 of the [i-Connect User Guide](#).

If a member is working in **more than one post**, then each post must be treated separately and have a unique identifier (post number). Please set up the second post as a new starter.

- Payroll reference 1 = Post number. If the member does not have a post number (but essential if multiple posts) please copy the payroll number into this field.

Please note: The post number should all be in Upper Case. If there is no post number, please copy the payroll number into this field.

- Payroll reference 2 = Payroll number. **Please note:** The payroll number should all be in Upper Case.

If a member changes post number, then the new post number will need to be set up as a new starter, and the old post made a leaver.

Please note: Once an online return has been uploaded, any new starters cannot be removed from the pension system via i-Connect. If a new starter has been created in error, please contact Shropshire County Pension Fund through the details at the end of this document.

Employee contributions and pay: this pay period

Please see page 12 of the [i-Connect User Guide](#).

The figures on this screen are pre-populated based on the figures entered the previous month.

Please check the total at the bottom of this screen to make sure the pay and contributions are correct and match the payment you are making.



If a member has left and has received no pay for the month then the figures need to be zero. Please refer to the Employees page and the two options above.

Employee contributions and pay: year-to-date values

Please see page 13 of the [i-Connect User Guide](#).

Please double check the year-to-date figures are correct on the **March return** as these will be used for the year end process and cannot be amended through i-Connect.

Please check the total at the bottom of this screen to make sure the pay and contributions are correct and match the year-to-date figures on your payroll system.

You will be expected to submit the usual year end reconciliation form giving the totals paid for the year and the totals deducted from payroll. These forms will be sent to you separately near the financial year end, but can also be found on our [website](#).

Employee additional contributions

Please see page 14 of the [i-Connect User Guide](#).

Please double check any Additional Contributions figures are correct on the **March return** as these will be used for the year end process and cannot be amended through i-Connect.

Please check the total at the bottom of this screen to make sure the pay and contributions are correct and match the year-to-date figures on your payroll system.



Employee service

Please see page 15 of the [i-Connect User Guide](#).

If an employee does not work a full year 52 weeks of the year (for example, term time), then the part time hours will need to be proportioned for a full year.

Please see the example below.

| | |
|------------------|--|
| Scenario | Employee works 18 hours a week for 44 weeks per year |
| How to calculate | Multiply the hours by the weeks per year, then divide that figure by 52.14 |
| Calculation | $18 \times 44 / 52.14 = 15.19/37.00$ |

If you are unsure, please contact Shropshire County Pension Fund through the details at the end of this document.

Hours can be amended for any period of the year not just the month being uploaded.

Employee personal details

Please see page 16 of the [i-Connect User Guide](#).

If an employee's surname changes, we will need to see a certified copy of the relevant certificate, for example, marriage certificate. The certified copy can be scanned and sent to pensions@shropshire.gov.uk



Employee contact details

Please see page 17 of the [i-Connect User Guide](#).

Please **do not** amend any email addresses or add any email addresses to member records. Shropshire County Pension Fund currently collect email addresses from members **only**.

Employee leavers and opt outs

Please see pages 18-19 of the [i-Connect User Guide](#).

If a member changes post number, then the new post number will need to be set up as a new starter and the old post number will need to be made a leaver with a reason for leaving code selected.

If a member leaves employment due to retiring or employment ends due to death in service, a leaver form (PEN007) will need to be completed. This form can be found on our [website](#) and can be uploaded via i-Connect (see document upload [guide](#)).

If a member remains in their post(s) but decides to opt out of the pension scheme, tick the opt out box only.

Completing the 'Return' page

Please see page 20 of the [i-Connect User Guide](#).

By completing the return, you are confirming that you have submitted all the payroll information into i-Connect for the pay period. You will then proceed to the 'Latest Upload' page which will display 'Online Return successfully submitted' message.

Please note: At this point, no data will be sent to the fund's target system. This is only done once you select 'Proceed' on the 'Latest Upload' page.



‘Latest Upload Events’ summary page

Please see page 21 of the [i-Connect User Guide](#).

Please **check all the totals** on the dashboard to make sure the figures are correct and match your payment made to Shropshire County Pension Fund. Check the events totals to make sure everything you input has been included, for example, any new starters or leavers.

There are various tolerance checks performed on the data uploaded to i-Connect. There are four main validation checks:

- Employee Contributions
- Pensionable Pay
- Payroll Members
- New Starters

Shropshire County Pension Fund will set these tolerances at 10% for Employee Contributions and Pensionable Pay. i-Connect will check these figures on the current upload against the previous months upload and highlight any differences greater than 10%.

The tolerance for Payroll Members and New Starters will be set dependant on the number of employees you have.

If the tolerances need to be changed, please contact Shropshire County Pension Fund to discuss and make the changes if needed. **Please do not amend any tolerances yourself, always contact Shropshire County Pension Fund.**

Any tolerance failures will be shown in a yellow bar below the totals on the dashboard. You will need to check to make sure the figures are correct, if they are, you will be asked to confirm this once you click proceed.



‘Remittance Confirmation’ page

Please see pages 22-23 of the [i-Connect User Guide](#).

Enter the total payment that you plan to make and if it differs to the ‘Total Payments Due’ amount then you will need to add a reason for the difference.

‘Sending Data to the fund’ page

Please see pages 23-14 of the [i-Connect User Guide](#).

Once you select ‘Proceed’, the data will be sent to the fund’s target system. Make sure that the upload status changes from ‘Pending’ to ‘Submitted’. It will then change again from ‘Submitted’ to ‘Complete’.

Important note: i-Connect users

You will be set up with one user on the i-Connect system, but you can request a second user if required. We strongly recommend that more than one user is set up to ensure you always have someone who can submit the data. **The data must be submitted to the fund by 19th of the month** following deductions from pay, in line with the payment deadline. Failure to submit on time will result in a breach of time limits and so will be recorded as such in line with the fund’s Breaches Policy.

It is your responsibility as the employer to notify Shropshire County Pension Fund of any changes to i-Connect users due to staff leaving or change of users.

Please do not set up any new i-Connect users yourself. New users are controlled by Shropshire County Pension Fund, as certain options need to be selected and audit checked.



Contact Us

The Shropshire County Pension Fund is a data controller under data-protection law. This means we store, hold and manage your personal information in line with statutory requirements to enable us to provide you with pension administration services. To enable us to carry out our statutory duty, we must share your information with certain bodies, but will only do so in limited circumstances. For more information about how we hold your information, who we share it with and what rights you have, you can ask for this information from the fund, please visit www.shropshirecountypensionfund.co.uk.

If you can read this but know someone who cannot, please contact us on 01743 252130 so we can provide this information in a more suitable format.

Office hours

Monday to Thursday 8.45am to 5.00pm

Friday 8.45am to 4.00pm

Helpdesk phonelines are open Monday to Friday: 10am to 4pm (excluding bank holidays).

Contact details

i-Connect queries: Gareth Williams | 01743 281027 | gareth.williams@shropshire.gov.uk

Contact form: [Employer contact us form | Shropshire County Pension Fund](#)

Website: <https://www.shropshirecountypensionfund.co.uk/>

Tel: 01743 252130

Write: Pensions, PO Box 4826, Shrewsbury, SY1 9LJ

Administered by

