



Expert guidance on running Nest more efficiently

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nestpensions.org.uk

Agenda

What we'll cover today

- 1 Different choices of how to complete contribution schedules
- 2 Understanding the Nest opt-out process

Housekeeping

- Plenty of time for questions at the end
- Please fill out the feedback form
- Recording and slides will be sent out after the webinar



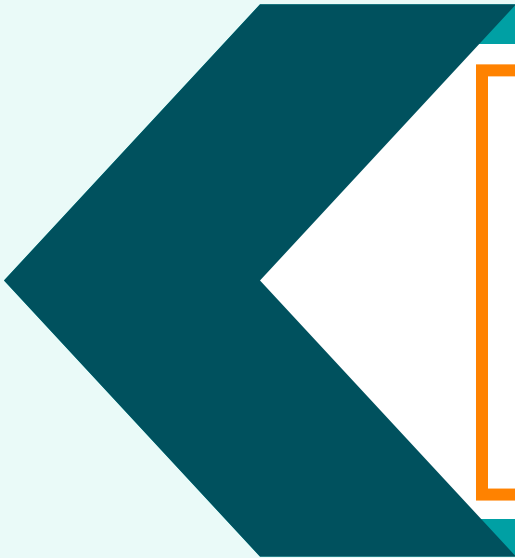
Contribution schedule processing

- › If using a csv file to upload or the API (Nest web services) then:
 - The key data in the incoming file must match with the contribution schedule on screen on the Nest portal:
 - **Nest employer reference mandatory** – EMPXXXXXXXXXX
 - **Process type mandatory** – always CS
 - **Earnings period start date** – optional – YYYY-MM-DD (usually not required)
 - **Payment source** – mandatory
 - **Payment due date** – conditional – YYYY-MM-DD
 - **Frequency** – mandatory (Weekly, Tax Weekly, Fortnightly, Four Weekly, Monthly, Tax Monthly)
 - **Earnings period end date** – mandatory – YYYY-MM-DD

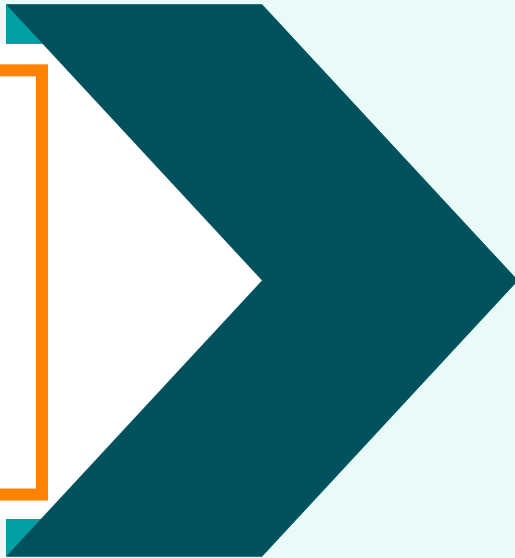
Considerations

- › Pay periods on Nest do not align to pay periods in your payroll software
- › Payment due date, if used, does not match Nest
- › Payment source name and frequency

Action:



Set up new correct group
[How to add a new group | Nest pensions](#)



Move members to new group
[Changing a member's group manually | Nest pensions](#)
[Changing a member's group with a CSV file | Nest pensions](#)

CSV file

- > H,EMP011118027,CS,2024-05-31,My source,2024-06-22,Monthly,,2024-05-24,2024-05-01,
- > D,,AB123474C,,2000,,60,80,,,,,,,,,,,,,
- > D,,AB658597B,,3000,,90,120,,,,,,,,,,,,,
- > D,,AB126798C,,1500,,45,60,,,,,,,,,,,,,
- > D,,AB129865D,,1400,,42,56,,,,,,,,,,,,,
- > T,4,5

Late payment issues

- › Contributions need to be submitted on Nest 5 working days before the Payment Due Date
- › A contribution entry (an amount or zero) is needed for every active member every pay period
- › New members added sometime with an historic start date will cause paid schedules to move back to unpaid



Opting out – the process

- › You enrol a worker
- › Nest sends a letter (second class post) next day to the member's home address
- › Opt out window opens on third working day
- › Opt out window – one month
- › How a member opts-out:
 - Nest website
 - Log into their Nest account
 - Phone (automated phone service, open 24 hours a day, 7 days a week)
 - Post, member phones Nest for a form, which they complete and give to their employer



Opting out actions

- › For an opted-out member no further contributors will be accepted. For any contributions on the way to us we will refund the amount to the employers / your bank account
- › If Nest tells you the member has opted out, then:
 - No further contributions should be submitted
 - On a contribution schedule on screen any contributions input will show but will not be collected
 - You will receive a notification in your Nest inbox
 - A refund will be paid to the employers / your bank account
 - The members record will be cancelled
- › If a paper opt-out notice:
 - You tell us on the next contribution schedule and quote the reference number on the form (number is unique to member)



Stopping contributions

- › A member may stop their contributions at any time
- › They can tell Nest (and we then tell you) or they can tell you
- › If the member tells you, mark them as a cessation on a contribution schedule (reason code 1 – no further contributions payable)
- › You can pay a contribution (or a zero entry) for them on the last schedule they appear
- › If they stop rather than opt-out there is no refund of what they have paid to Nest

For all opt-outs and stopped contributions if the individual is still working for you at your cyclical 3 yearly re-enrolment date they must be re-enrolled (if they meet the qualifying conditions)

Links

Opting out – member instructions

[How do I opt
out of Nest? |
Nest pensions](#)

Opting out – employer information

[How do
workers opt out
of Nest? | Nest
pensions](#)

Receiving refunds from Nest

[Refunds for
members who
have opted out
| Nest pensions](#)

Stopping contributions

[Telling Nest a
member wants
to stop
contributions |
Nest pensions](#)

Cyclical re-enrolment

[Managing
three-year re-
enrolment |
Nest pensions](#)

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