



# Payroll test facility

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## User guide

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*This document is the property of NEST and should be used in conjunction with the NEST Web Services Operation Design Guide and the NEST Web Services API Specification. The current versions of these documents can be found at:*

<https://www.nestpensions.org.uk/schemeweb/NestWeb/public/MiscellaneousPages/contents/NEST-web-services-for-payroll-integration.html>

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## Purpose

NEST web services allow payroll software providers and others to more easily integrate their products and systems with NEST enabling employers to meet most of their day-to-day auto enrolment obligations without needing to log into the NEST website.

The purpose of this document is to describe how payroll software developers can use the payroll test facility (PTF) to call and test NEST web services. Related documents are:

- [NEST web services operational design guide](#), giving a high-level description of the processes required to operate NEST via web services.
- [NEST web services application programming interface \(API\) specification](#), giving technical details necessary to integrate payroll applications directly with the NEST pension scheme.
- [NEST error messages for web services](#), providing details of the error messages which may be generated by the NEST web services solution.
- [NEST web services XSD's](#), the XML Schema Definitions for interfacing with NEST via web services.
- [NEST PTF Agreement](#), the terms-of-use you will need to agree before accessing the NEST PTF environment.

The above documents describe how to develop and use NEST web services. This user guide describes how you'll be able to use the PTF to test that your software integrates properly with NEST before releasing it to your customers.

## Document control

Please note that information in this document, or any linked documents, is subject to change. We would recommend that you download the latest version of the document prior to starting any testing.

## Glossary

Term	Description
API	Application Programming Interface
HTTPS	HyperText Transport Protocol Secure
Delegate organisation	A third party organisation that manages one or more NEST employer accounts
Individual delegate	A person inside an employer organisation nominated to manage the employer account
IP	Internet Protocol
ISP	Internet Service Provider
NEST website	The live NEST website, which includes the NEST help centre
NEST file upload	A method of uploading member enrolment and/or contribution files via the NEST website
NEST web services	The web services that have been developed by NEST
NEST file transfer	A method of transferring large member enrolment and/or contribution files using SFTP
NIP	Non-investment period when contributions are held in cash, i.e. not invested, e.g. during a member's opt-out period
PTF	The payroll test facility, an environment for use by payroll software developers to test that their software integrates with NEST web services
PTF access request	A request from a payroll software developer to gain access to the PTF, submitted via the NEST website
PTF website	The website associated with the PTF, which is very similar to the NEST website
PTF web services	The web services that are available in the PTF for testing purposes
PTF user	A delegate organisation's primary contact, employer's primary contact or other individual delegate account within the PTF
SFTP	Secure File Transfer Protocol
NINO	National Insurance Number
XML	The computer language that is utilised by web services
XSD	Describes the elements of the XML

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# 1 Introduction

## 1.1 Overview

There are four ways you can exchange information with NEST:

1. NEST website.
2. NEST file upload.
3. NEST file transfer.
4. NEST web services.

NEST has made a payroll test facility (PTF) available to enable software developers to test that their products work with NEST web services.

Testing in the PTF is crucial for ensuring the successful integration of your payroll software with NEST prior to its release to your customers.

Please note that you must first register with NEST and accept the [NEST PTF Agreement](#) before gaining access to PTF.

## 1.2 Functionality available in the PTF

The PTF replicates functionality in the live environment allowing you to test your software and run end-to-end business processes. It can also help you recreate, investigate and resolve issues that you, or your customers, have encountered in the relative safety of a test environment.

The PTF has primarily been designed for software developers to test that their products work with web services, but access to the PTF website is also provided to enable business processes to be completed where manual steps are required.

The PTF has been configured with 'stub' components that simulate the straightforward behaviour of complex processes and/or external components. Where this is not easily possible the functionality is not available, e.g.

- Direct Debits are set to paid after four working days.
- Contribution schedules paid by direct credit or debit card are never set to paid.
- Contributions are not invested in NEST funds.

For details of the functionality available in the PTF please refer to Appendix A.

## 1.3 Performance, security and non-functional testing

The PTF is a functional test environment, so we are not expecting software developers to use the PTF to conduct any performance, security or other non-functional testing. Doing so may cause the PTF to become inoperative.

When testing web services in PTF, you should limit the size of your request payloads to 20 records and not continuously poll the web services gateway for responses to previously submitted requests. If your testing adversely affects other organisations testing in the PTF your access to the PTF may be revoked, see Section 2.3.

## 1.4 Availability of the PTF

The PTF will normally be available for use during the working week (Monday to Friday, 9am to 5pm, excluding Bank Holidays). In practice, the PTF will be available outside these hours except during planned maintenance periods.

In the event that the PTF develops a fault the facility may become temporarily unavailable. NEST will try to keep unplanned downtime to a minimum and any faults will usually get detected and fixed by the start of the next working day.

## 1.5 Using the PTF website

Software developers using the PTF web services will be expected to use the PTF website for a number of reasons, e.g. where necessary to:

- Complete some business processes, e.g. the employer set-up process.
- Verify the results of a web service response, e.g. to check that workers have been enrolled.

## 1.6 Batch processing in the PTF

The business date in the PTF is aligned to the current date. The business day in the PTF ends at 6pm (same as in the live environment) when an end of day batch process runs to advance the business date in the PTF by one day.

Continuous batch processes will operate to progress web service requests, noting the restrictions outlined in Appendix A.

Indicative response times for web service calls are outlined in Section 11 of the [NEST web services operational design guide](#). While PTF mimics production as closely as possible, the capacity of the environment is limited and requests may take longer than indicated to process, particularly during periods of heavy use.

The PTF doesn't support the ability to artificially advance the business date. Some business processes take time to complete and software developers will need to plan their testing activities accordingly. It may make sense for software developers to use weekly payroll for the majority of their contribution schedule testing to increase the frequency of new or empty schedules.

## 1.7 Messages

Usually messages from the live NEST environment are sent to a user's secure mailbox. However, this feature is not available in the PTF. Please also note that the PTF doesn't support the delivery of letters by post.

## 2 PTF access

### 2.1 Requesting access to the PTF

You can request access by filling in a [PTF registration form](#) and emailing it to the [Payroll test access](#) mailbox at least four weeks in advance of when you plan to start testing. NEST requires the following information to grant access:

- Your name, contact telephone number and email address.
- Your company name and address.
- The external static internet protocol (IP) address(es) that you'll be using to connect to PTF (via the PTF website and web services). Please note that:
  - Access to PTF will be granted for the IP address(es) that you provide.
  - The IP address must not change or be an internal (private) IP address.
- The email domain that you want account activation emails and primary contact notification emails generated by PTF sent to.

Having requested access to the PTF, you'll receive an acknowledgement email, which is sent to the contact email address you provided.

Once your request has been processed and the necessary network changes have been made, you'll receive an email confirming that access has been granted in line with the details you provided in your access request.

Access to the PTF is governed by the PTF terms of use, see Section 5. On accessing the environment you'll be deemed to have accepted these terms of use. In the event that demand for the PTF exceeds capacity then access may be limited, see Section 2.3.

Once access to the PTF has been granted, if any of the details you provided (e.g. IP address) need to change then you'll need to request access again.

### 2.2 Connectivity testing

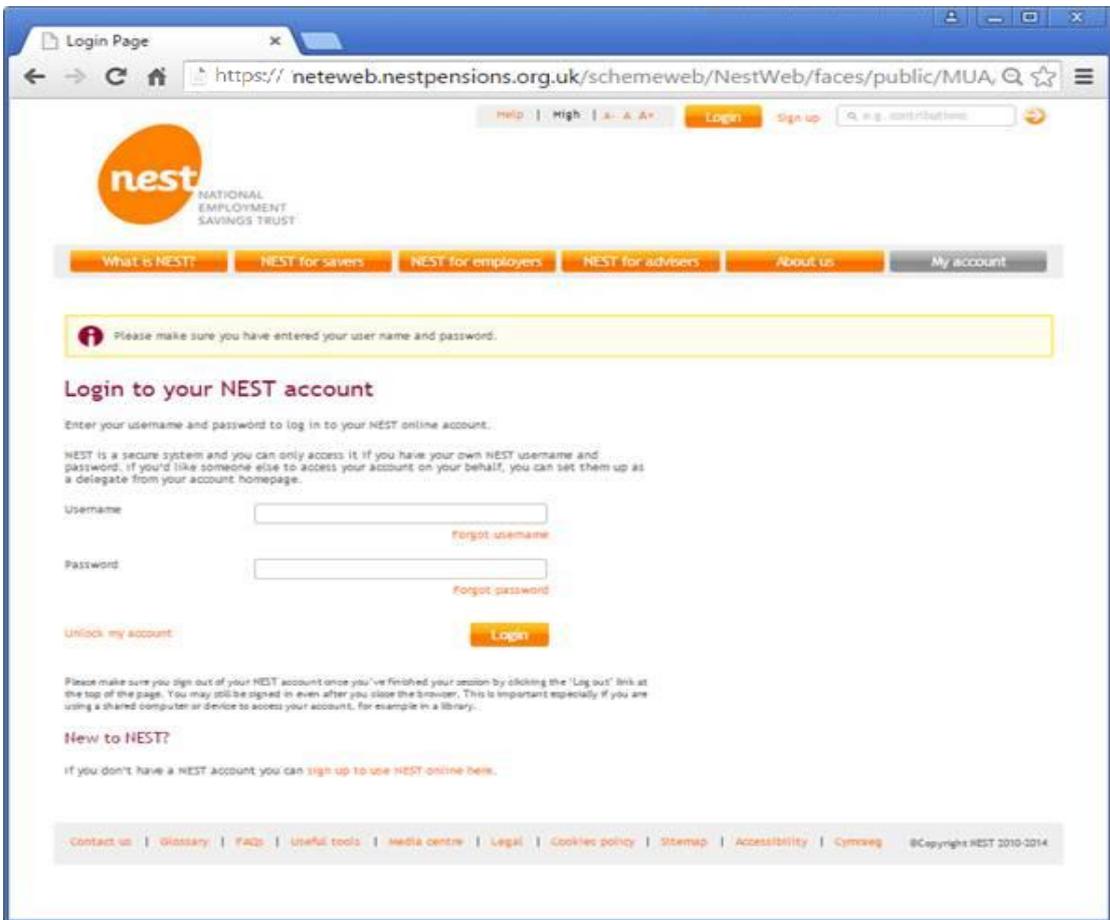
Once your access to the PTF has been granted, you should be able to connect to the PTF using the details provided in the following table.

Description	Protocol	Domain Name	Port
PTF Website	HTTPS	neteweb.nestpensions.org.uk	443
PTF Web Services	HTTPS	netews.nestpensions.org.uk	443

Please check that you can connect to both the PTF website and web service domains by performing the following connectivity tests.

### 2.2.1 Steps for PTF website connectivity test

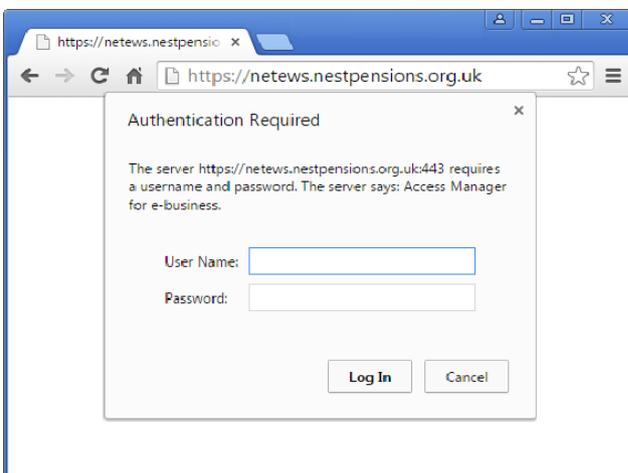
1. Enter <https://netweb.nestpensions.org.uk> in your web browser.
2. If the test is successful you'll be redirected to the web page as per the screenshot below.



3. If you're unable to see the web page as per the above screenshot, or you see any error message on the screen, then please refer to the troubleshooting steps described in Section 2.2.3.

### 2.2.2 Steps for PTF web service connectivity test

4. Enter <https://netews.nestpensions.org.uk> in your web browser.
5. If the test is successful you will be redirected to the web page as per the screenshot below.



6. If you're unable to see the web page as per the above screenshot, or you see any error message on the screen, then please refer to the troubleshooting steps described in Section 2.2.3.

### 2.2.3 Troubleshooting steps

In the event that you can't connect to either the PTF website or web service domains please follow the steps below:

1. Check the external Internet Protocol (IP) address that you are using to connect to PTF using [whatismyip.com](https://www.whatismyip.com) from the machine being used for testing; capture evidence of the IP in a screenshot.
2. Check that your external IP address (from Step 1) is the same as the external IP address you provided when you requested access to PTF (as per the confirmation email you received, see Section 2.1). If your external IP address hasn't changed then go to Step 5.
3. Contact your Internet Service Provider (ISP) to check whether your external IP address is statically or dynamically allocated, i.e. it is always the same or it regularly changes. If you have a static IP address then go to Step 5.
4. Ask your ISP to set up an external static IP address for you and when it has been set up then go to Step 7.
5. Using network diagnostic tools (e.g. ping, traceroute) capture evidence to confirm that your web service requests are:
  - a. Not being blocked by your firewall.
  - b. Routing from your external IP address.
  - c. Routing to the PTF domain.
6. Please [contact us](#) to report the issue you're experiencing (including any evidence you've captured in previous steps) and then go to Step 8.
7. Please request access to PTF again (see Section 2.1).
8. Await a reply from NEST.

## 2.3 Access restrictions

Usage of the PTF will be monitored and NEST reserves the right to limit and or revoke access, e.g. in the event that:

- Overall demands on the PTF exceed its capacity.
- Your testing adversely affects other organisations testing in the PTF.
- You do not use the PTF for a prolonged period.
- A firewall rule has expired.

If necessary, your access to the PTF may be time limited or revoked and such action may be taken without prior warning.

## 3 Using the PTF

### 3.1 General advice

The NEST website contains step-by-step guidance to help employers and their delegates set up and manage NEST, see the following links for further details:

- [Help centre](#)
- [NEST Connect](#)
- [Payroll integration](#)

### 3.2 Creating a PTF user account

Once your access has been granted, you'll need to sign up for a PTF user account via the PTF website. The PTF is configured to provide delegate organisation, employer and individual delegate accounts; we recommend that you start by setting up a delegate organisation.

During the PTF user account set-up process you will be asked to enter an email address to receive the activation link. Obviously this has to be an email address capable of receiving and displaying emails to the end user. The domain of the email address you pick must match the domain you provided when registering to use the PTF. If these domains do not match then you will not receive the activation email and you will not be able to complete the user registration process.

Rather than have the overhead of creating a new email address on your domain for every test user you set up in PTF you may wish to consolidate these via a single shared mailbox on your infrastructure. PTF allows activation link emails for multiple user accounts to be sent to the same mailbox provided that the 'Surname' entered for these user accounts is different. For example, if you set up the following three test users: John Smith, John Jones and Jim Smith then John Smith and John Jones could share the same email address, but John Smith and Jim Smith can't.

Once you've completed the sign-up process you'll receive an email (to the email address provided by you during the above process) containing an activation link that you need to click on before you can log in. Following the activation of your PTF user account you can submit PTF web service requests using your PTF user credentials (username and password). The PTF doesn't support the activation of member accounts for enrolled workers.

Please note that when setting up a PTF user account it is important that you take note of your NEST delegate ID (which is emailed to you during the setup process and is also displayed in the top right hand corner of the welcome page when you log into your account) and your answers to the security questions. These will be required if you need to unlock the account, please refer to Section 3.6 for more information.

The PTF environment has been designed for PSPs to be able to test web services. To this end there are certain functional components which we have chosen to not include in this environment. One of these examples is the ability to add new delegates. Please note that you can add a user to your account but they will NOT receive the activation email, whether you're adding them to your NEST Connector account or to an Employer account. Due to this constraint we'd advise you to create a generic user which all required staff can use.

Please note that while we'd advise this for the PTF environment we'd strongly advise you to have dedicated users within the actual live system.

### 3.3 Setting up a new employer

Having created a PTF user account (see Section 3.2) the next step is to set up a new employer. New employers can be set up via the PTF website or by using a combination of a web service request (if your PTF user account has sufficient permissions) and the PTF website.

The workflow for setting up new employers via web services requires the employer's primary contact nominated in the web service request to complete the employer set-up process. An email is sent to the primary contact asking them to sign up and complete the set-up process. The primary contact needs to log in to their PTF user account via the PTF website, accept the NEST terms and conditions, accept any Direct Debit mandates and confirm that the set-up is complete. Further details about the process are provided in the [NEST web services operational design guide](#).

You can choose the email address to be used for primary contact notification emails. Please note that the domain of this email address must match the domain you entered when you registered to use the PTF and, as described in Section 3.2, you may wish to have all primary contact notification emails sent to one email address.

Please note that the NEST system will prevent a user from setting up a new employer when the supplied primary contact details, specifically surname and email address, are the same as those of the user sending the web service request. When using PTF, we recommend that you use unique surnames and a common email address when supplying primary contact details.

### 3.4 Approving payments

When approving payments in the PTF only contribution schedules paid by Direct Debit will reach a 'paid' status (after four working days). Any contribution schedules paid by direct credit or debit card in the PTF will never reach a 'paid' status.

### 3.5 Opt-outs and stopped contributions

As the PTF doesn't support the activation of member accounts for enrolled workers (see Section 3.2) there is no way for enrolled workers to opt-out or stop paying contributions in the PTF, and so the retrieve opt-outs and member-notified stopped contributions web services will return a response but the response will not contain details of workers who have opted out or stopped paying contributions.

Please also note that the PTF doesn't support the generation of opt-out reference numbers for use in the Update Contributions web service request.

### 3.6 Unlocking a locked account

A PTF user account will be locked if the user has tried to log in using incorrect details three times in a row. If a user account has been locked then you will receive a 401 HTTP status code when trying to submit a web service for that account.

To unlock your PTF user account you will need to have taken a note of your NEST Delegate ID. This will have been emailed to you during the account sign up process (see Section 3.2). It is also displayed in the top right hand corner of the welcome page when you log into your account via the PTF website.

To unlock your account please follow the steps below:

1. Go to the login page on the PTF website (<https://neteweb.nestpensions.org.uk>) and click 'Unlock my account'.
2. Enter your 'Username' and an 'Unlock account code' (which is your 'NEST Delegate ID') and click 'Next'.
3. Once you have unlocked your account, you can change your password by clicking 'Forgot password' on the login page on the PTF website.

### 3.7 Data management

When you first access the PTF it will not contain any employer or member test data, but as your testing progresses you'll build up a repository of test data in the PTF.

After you've set up a new employer, there's no restriction on the number of enrol worker or update contribution requests you can make.

We have made provision for reasonable usage, but if more test data is submitted than the PTF has capacity for then its performance will degrade and the database will need to be cleared down, i.e. all test data will be deleted (including PTF user accounts, employer and member data).

We plan to clear down the PTF database every three months. Unless otherwise notified this will be the second Friday of April, July, October and January. You'll need to take account of these outages in your test plans to ensure that you complete any test cycles beforehand.

### 3.8 Data restrictions

All data submitted to the PTF must be in accordance with the provisions set-out in the [NEST PTF Agreement](#) (see Section 5), and it should meet any requirements described in Appendix A of this document. PTF is a test environment, and as such only test data should be submitted to the PTF, i.e. personal data should never be used.

Please only use the bank details below when adding a new payment source for contributions and/or refunds:

Account Number	Sort Code
00008086	07-01-16

## 4 Support for the PTF

### 4.1 General

In the event that you encounter something you don't understand in the PTF you should refer to the [NEST website](#) and/or our [technical guides](#) for web services, or if you need help please [contact us](#).

NEST will notify registered PTF users if there are any changes to the support arrangements.

### 4.2 Trouble with the PTF?

Our support team will repair any significant faults that occur during overnight processing and check that the service is available and working prior to the start of every working day (before 9am). If you encounter a problem with the PTF during the day then please retry the next working day (after 9am).

It is worth noting that if you receive an error message from NEST then the PTF Gateway server is available and working. If you have not yet developed your XML then we have provided an example 'Retrieve current setup details' web service for you to use, which can be found in Section 3.7 of the [NEST web services API specification](#). When submitting this to the PTF you will need to make the following changes:

1. Change the target URI to reference the PTF domain.
2. Replace the example user name and password with the Base64 encoded version of the PTF user account which you are using.
3. Change the employer number to reference an employer which you have set up in the PTF.

You can check that the back-end systems within the PTF are operating correctly by logging on to the PTF website and enrolling a new member.

If you encounter a problem in the PTF that frequently re-occurs or persists over several days then please [contact us](#).

### 4.3 PTF performance

The PTF is an automated test environment. The capacity of the PTF will not be actively managed, so high usage, by one or more software developers, may result in slower system performance. If you do regularly encounter poor performance, please [contact us](#) to let us know.

### 4.4 Change control

NEST will notify registered PTF users when significant changes are planned to the PTF, e.g. software releases to keep PTF up-to-date with the live environment.

## 5 PTF agreement - terms of use

The terms of use for the PTF are outlined in the [NEST PTF agreement](#). By requesting access to the PTF and using it you'll be deemed to have accepted the terms of use.

## Appendix A - Functionality in the PTF

Process	Restrictions
General	<ol style="list-style-type: none"> <li>1. Messages will not be sent to a user's secure mailbox.</li> <li>2. File upload and data transfer (SFTP) screens will be accessible via the PTF website, but the associated functionality is not available.</li> <li>3. The PTF may not respond within the indicative response times outlined in the NEST web services operational design guide.</li> <li>4. Certain business processes can't be tested in the PTF, specifically those that require manual back office intervention, e.g. complaints, retirement processing.</li> </ol>
Set up PTF user	The PTF doesn't support the activation of member accounts for enrolled workers.
New employer set-up	<p>None, but please note:</p> <ol style="list-style-type: none"> <li>1. Once a successful web service response has been received the employer's primary contact must log in to their PTF user account via the PTF website, accept the NEST terms and conditions, create a payment source and complete the set-up.</li> <li>2. When a Direct Debit payment method is selected for a payment source then payments can be only be made after seven working days (time taken to set-up the Direct Debit mandate).</li> </ol>
Retrieve current set-up	None.
Enrol workers	PTF users should limit the size of web service request payloads to 20 records or less.
Update contributions	<p>PTF users should limit the size of web service request payloads to 20 records or less.</p> <p>Opt-out processing will be limited – see Section 3.5.</p>
Approve for payment	<ol style="list-style-type: none"> <li>1. Contribution schedules paid by Direct Debit will automatically be marked as 'Paid' after four working days. No rejections will occur.</li> <li>2. Contribution schedules paid by direct credit or debit card will not be marked as 'Paid'.</li> <li>3. The PTF doesn't support post payment (investment) or late payment processing.</li> </ol>
Retrieve member-notified stopped contributions	This web service will return a response, but the response will not contain details of workers who have stopped paying contributions; the PTF doesn't support the activation of member accounts for enrolled workers so there is no way for enrolled workers to stop paying contributions in the PTF.
Retrieve schedules	None.
Retrieve opt-outs	This web service will return a response, but the response will not contain details of workers who have opted out; the PTF doesn't support the activation of member accounts for enrolled workers so there is no way for enrolled workers to opt out in the PTF.
Retrieve refunds	This web service will return a response, but the response will only contain details of refunds where there has been an overpayment of contributions for a member who is still in their non-investment period (NIP).

## Appendix B - PTF FAQ's

### B.1 Getting started

#### **When will NEST share the public key for access to the PTF?**

All encryption required for accessing the PTF will be handled via the HTTPS protocol; there is no need to share public keys to use NEST web services in either the PTF or live environment.

#### **Why can't I connect to the PTF?**

Please refer to Section 2 of this document.

#### **How should I begin using PTF?**

How you deliver your code is entirely up to you. However once you have familiarised yourself with the NEST web services functionality, as outlined in the [NEST web services operational design guide](#), we would suggest you try the following steps:

1. Complete a connectivity test (see Section 2) and let us know the outcome, whether successful or not.
2. Access the PTF website and create a new account – see Section 3.2.
3. Using the account credentials create an employer using the PTF website.
4. Try sending a web service request to retrieve the data you have set-up in Step 3.
5. Try sending a web service request to post further data to the employer you set-up in Step 3.
6. Log in to the PTF website to check and confirm that your changes have been applied correctly.

### B.2 Creating/managing test data

#### **I enrolled a worker with an alternative ID instead of a National Insurance Number (NINO). I now want to test adding a NINO for this worker, how do I achieve this?**

To add a NINO to a worker you will need to log in to <https://netweb.nestpensions.org.uk> as the employer and manually add the details – this cannot be changed via web services, see the [Help centre - update worker details](#) for more information on managing NINO and Alternative Unique identifiers – note help refers to the live environment, please apply appropriate changes to any addresses etc.

#### **How do I set up a PTF user account?**

Please refer to Section 3.2 of this document which provides some high level advice. For a step-by-step walkthrough please refer to the [Help centre - set up with NEST](#) – note help refers to the live environment, please apply appropriate changes to any addresses etc.

#### **Why has my data disappeared?**

To safeguard the performance of the PTF we will clear down the data within the PTF on a regular basis, see Section 3.7 for more information.

## B.3 Planning my testing

### What steps do I need to follow to apply a refund in the PTF?

To create a refund in PTF you will need to follow the steps below:

Pre-requisites:

- An employer that has completed scheme set-up.
- At least one Member (enrolled worker) who is still in their non-investment period (see glossary).
- A unpaid contribution schedule, where:
  - The contribution schedule has a DD (Direct Debit) payment source.
  - DD mandate is active (note it takes 6 working days for a DD payment source to become active after it's been set up).
- A PTF user with sufficient access.

Steps:

1. Submit earnings and contribution amount for each member (enrolled worker) via an Update Contributions web service request or via the PTF website.
2. Submit the contribution schedule for payment via an Approve for Payment web service request or make the payment via the PTF website.
3. Wait until the contribution schedule is marked as 'Paid' (in PTF this happens automatically after four working days).
4. Make a contribution correction by re-submitting the contribution schedule with a lower earnings/contribution amount for a Member via an Update Contributions web service request or via the PTF website.
5. Request the refund by re-submitting the contribution schedule for payment via an Approve for Payment web service request or make the payment via the PTF website.
6. Wait until the refund has been processed.
7. Obtain details of the refund via a Retrieve Refunds web service request (note the refund details will not be available via the PTF website).

A refund will now be generated for the difference between the original payment and the corrected amount.

### I have enrolled a new member, how long do I have to wait until I can opt them out?

Please refer to Section 8.3 of the [NEST web services operational design guide](#).

### Is it possible to speed up processes or reduce the time between processes in the PTF environment?

The PTF has been designed to replicate the live environment. As such all PTF processes operate in real time and reflect the time taken in the live environment. Please refer to Section 1.4 of this document for PTF batch timings. Further information can also be found in the [NEST web services operational design guide](#).

### How can I quickly test consecutive payroll cycles?

You can quickly test consecutive payroll cycles by creating a series of backdated contribution schedules.

1. When setting up your scheme you need to use a backdated staging date. Note, if the staging date is in the past workers can be enrolled with any enrolment type except for voluntary.
  - For example:
    - PTF system date is 15/02/2016.
    - Enter staging date as 04/01/2016.
  - a. When setting up your payroll period (Groups) use 'Weekly'.

- b. The schedules will only generate for an earnings period six weeks before the enrolment date, so if you backdated a member in a weekly schedule you'd get everything from 6 weeks before to the current date (assuming you backdated six weeks or more from system date).
2. When enrolling the members use a start date that is in line with the staging date you have used, the schedules will then be generated to match.
3. You can then proceed to use the generated schedules to mimic consecutive payroll periods.

## B.4 Troubleshooting during testing

### **I am not sure if my XML is formatted properly?**

It is strongly recommended that the client software checks for strict compliance with the NEST payroll XML schema definitions (XSDs) when generating the message (XML) body of a Process service request.

If the XML passes an XSD check but you are still receiving errors then NEST recommends that you run your XML through an XML parser to check for formatting issues before trying to submit it to the PTF environment. Once any formatting issues have been resolved troubleshooting any further issues will become more straightforward.

### **My PTF user account is locked – How do I unlock it?**

Please refer to Section 3.6 of this document.

### **I have submitted a new web service request, but when I check on the PTF website the change hasn't been applied?**

If the relevant batches have not run to process your request then the updates will not yet have been applied.

Please refer to Section 1.4 of this document for PTF batch timings.

Please note that the indicative response time returned by the Retrieve Status web service will be in-line with the expected performance in the live environment and may not reflect actual processing time in the PTF.

### **I have sent details of 'Member stopped contributions' via the Update Contributions web service but this is not showing when I utilise the Retrieve Stopped Contributions web service?**

The back-office processing for Member stopped contributions is not available in the PTF. When indicating stopped contributions via an Update Contributions reason code the record will complete successfully, i.e. you will receive a successful return message to your Update Contributions, but the full end-to-end process will not run.

So, if you run the Retrieve Member-Notified Stopped Contributions the web service request will not return the member (i.e. the stop contributions will not be applied to the member record).

### **Why have I received a 404 (Not Found) error message when I try to connect to the PTF?**

If there are errors in the header of the XML then the PTF may not be able to recognize and process key aspects of the message. Please refer to the [API specification](#), particularly Section 2.10, for more information.

### **Can you help with error message XXX?**

Web services errors are documented in the [error messages for web services](#) document.

For any issues with connectivity to the PTF please refer to Section 2.2 of this document.

### **I have made multiple submissions but receive the same acknowledgement ID for each one?**

The same acknowledgement ID is returned when duplicate process services requests are submitted.

Please refer to Section 2.3 of the [API specification](#) for further details.

### **I have enrolled members and submitted contributions but they do not seem to have updated yet?**

The PTF will typically respond in line with the indicative response times outlined in the [NEST web services operational design guide](#). However, it is important that software developers remember the separate steps the system must work through to process an end-to-end request from enrolment through to submission of contributions. The constituent parts of that request will have an impact on when the final update will be applied, e.g.

Step 1 – Post new members via enrol members web service.

Step 2 – Receive acknowledgement.

Step 3 – Retrieve status for the enrol members request.

Step 4 – Retrieve service response for the enrol members request.

Step 5 – NEST internal processing will set-up the payment schedules.

Once any errors identified in Step 4 are resolved and Step 5 processing is complete (typically 30 minutes) the system will be ready to process contributions.

Step 6 – Submit Update Contributions web service.

Step 7 – Retrieve status for the Update Contributions request.

Step 8 – Retrieve service response for the Update Contributions request.

Step 9 – Resolve any errors identified during Step 8.

Finally please remember that once contributions have been uploaded the end user also has to approve payment of these contributions. This can be managed through the Approve Payment web service or by logging in to the PTF website and approving the payment from there.

## **B.5 Getting ready for go-live**

### **Once my testing is complete what changes do I need to make to point the solution to the live environment?**

The changes required will largely depend on the code you have produced. However a couple of items to watch out for are:

1. Changing/removing any hardcoded User Account Credentials.
2. Change any occurrences of <https://netews.nestpensions.org.uk> to <https://ws.nestpensions.org.uk> – see the [API specification](#) for more details.

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