

Area	Issue	Target Date to be resolved	Update
<b>Employer Hub</b>	*Monthly Contribution Process Error: at the Data Validation - Stage 2 step, the process is giving error 2.21 "The previous Month's Contribution is missing" for all rows. But the previous month's contribution is not missing on any folder.	10th Jan 2023 - After meeting with Civica, the priority has been escalated and we expect issue to be resolved by <b>end of Jan 2023</b> . Until then, manual intervention is needed.	Resolved.
	*Monthly Contribution Process Error: at the Data Validation - Stage 5, the process prevents employers from progressing further, the process loops to the beginning of Stage 5.	10th Jan 2023 - After meeting with Civica, the priority has been escalated and we expect issue to be resolved by <b>end of Jan 2023</b> . Until then, manual intervention is needed.	Resolved.
	Error notification: SSRS report on the employer hub.	<b>Middle of Feb 2023</b> , SQL technicians needed for allocation at Civica.	Sitting with the SQL team, <b>23rd Feb</b> will be updated.
	An annual return for the employers who did not get onto the Hub this year is needed, and then to request monthly returns from April 2023.	<b>March/April 2023</b> .	Friday <b>24th Feb 2023</b> , I push with AON to follow up with members and continue to import data, resolving the backlog.
	Streamline employer hub process, current validation has too many steps and takes unnecessary time.	<b>23rd Feb 2023</b> , meeting with Andy Hatch to review validation steps. Import of data will be faster.	Tbc.
<b>Member Portal</b>	The portal is slow to load certain documents. When it does, process errors occur or it cannot be started. e.g. when clicking 'Update My Nomination', the error appears:	18th Dec 2022 - Changes were made to fix the nomination issue. Awaiting changes to be made in live by Civica service desk, by <b>end of Jan 2023 latest</b> . More testing is needed	Wed <b>22nd Feb</b> and Thu <b>23rd Feb 2023</b> , will be looking into retirement projection issues with Tim. He recognises certain issues some members have been experiencing.

Area	Issue	Target Date to be resolved	Update
	'An error occurred creating the process'.	and member feedback to ensure all is working fine.	Performance is quicker and nomination issues now fixed.
	Members logins were not recognised by the system, authentication issue.	Resolved 21st Feb 2023, the members were missing client profile on web service logins.	Resolved.
<b>UPM Calcs</b>	Calc Error: Death in retirement.	Manual calcs are being performed and compared to UPM output for 3 months. <b>Middle of Feb 2023</b> we expect progress to be made and issue resolved.	On course, meeting with Andy on <b>23rd Feb</b> , he will be discussing calc team feedback.
	Death of a preserved refund (Calc error accounts elements)	Manual calcs are being performed and compared to UPM output for 3 months. <b>Middle of Feb 2023</b> we expect progress to be made and issue resolved.	On course, meeting with Andy on <b>23rd Feb</b> , he will be discussing calc team feedback.
	Late interest on pension not being paid.	Manual calcs are being performed and compared to UPM output for 3 months. <b>Middle of Feb 2023</b> we expect progress to be made and issue resolved.	On course, meeting with Andy on <b>23rd Feb</b> , he will be discussing calc team feedback.
	Death in Deferment: no grant pay.	Manual calcs are being performed and compared to UPM output for 3 months. <b>Middle of Feb 2023</b> we expect progress to be made and issue resolved.	On course, meeting with Andy on <b>23rd Feb</b> , he will be discussing calc team feedback.
	When reaching the calculation stage on the LG Trivial Commutation Quote process,	Manual calcs are being performed and compared to UPM output for 3 months.	On course, meeting with Andy on <b>23rd Feb</b> , he will be discussing calc team feedback.

Area	Issue	Target Date to be resolved	Update
	we get error: "Unknown Doc Type" and are unable to continue.	<b>Middle of Feb 2023</b> we expect progress to be made and issue resolved.	
<b>ABS</b>	Annual Allowance review, record check to see if update is happening and where data sits.	22nd Feb 2023, example cases sent to Andy Hatch. Currently being investigated. 23rd Feb 2023, should be updated.	Tbc.
	Altair to UPM transition, the CARE values were split in two screens on Altair. We need to investigate what data out of the two screens UPM picked up.	23rd Feb 2023, will receive update from Andy about where data sits.	Tbc.
	Reviewing the SQL behind ABS process on UPM to streamline.	24th Feb 2023, will work with AH.	Tbc.
<b>Payroll Error</b>	Effective date blocking movement of UPM process for payroll membership.	Resolved, tweaks were made to the process maps.	Resolved.
<b>UPM Test</b>	The test hub was never mirrored.	Now we have a test site that mirrors the live environment.	Resolved.