

NHS Pensions Online Guide

8. E-Forms Overview

E-Forms can be selected by using either of the links shown on the example screen below.

Welcome to the NHS Pension Scheme ONLINE
Welcome

NHS
Pensions Agency

EA - 5812 Back Print Employer Menu E-Forms

[Exit Online Services](#)

[Member search](#)

[Site Update](#)

Welcome NHSPA diagnostic user (5812) to the NHS Pensions Online Service. Your email address is 5812@pensionsagency.nhs.uk. If this is incorrect please ask your administrator to amend your email address.

Please select an area of the site you would like to visit

- » [E-FORMS](#)
- » [ESR STATUS](#)
- » [MEMBERZONE](#)
- » [CHANGE PASSWORD](#)
- » [NOTIFICATIONS](#)
- » [VIEW EMPLOYER CONTACTS](#)
- » [NOTICE BOARD](#)
- » [VIEW PENSION CONTACTS](#)
- » [ERROR HANDLING](#)

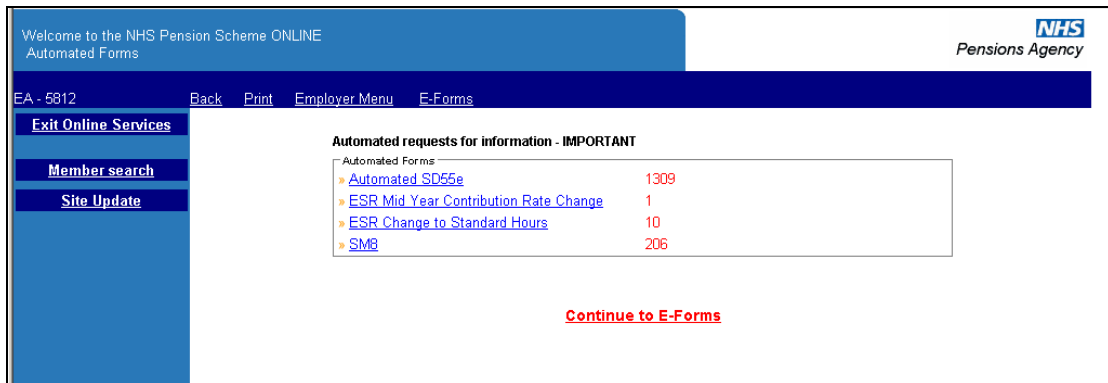
All benefit values quoted on Pensions Online are based on the Pensionable Pay and membership details we hold as being correct. You should alert members to this fact when furnishing them with any benefit quotations. You may wish to make use of the membership statement facility by printing statements and sending them with the quotations. This way the member will be able to refer to the membership data we hold when assessing their benefit values.

E-Forms allow you to electronically complete and submit pensions related forms to NHS Pensions. If you require a record of the information you have submitted via E-Forms you can print out the confirmation page when the form is successfully submitted.

The submitted form then processes through NHS Pensions validation and processing system before being updated to the members' record. Not all forms process successfully and those that "fail" go into a "suspense file" and are either allocated to NHS Pensions to investigate the reason why it will not process or is allocated to yourselves for action. Forms allocated to employers for action are available in the "Error Handling" link in the main Employer Menu of Pensions Online.

Further information about dealing with errors is explained in the Guide **34.Error Handling Guide**.

Before you are taken to the full menu of electronic forms you will see a list of **Automated Requests (Guide no.9)** for information from NHS Pensions, as follows:

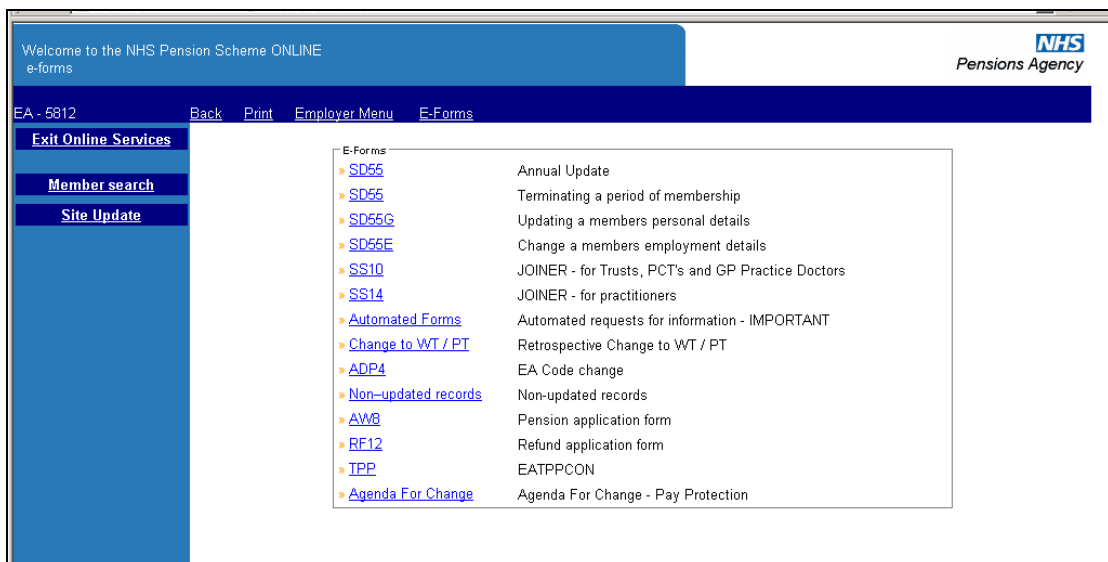


These automated requests should be actioned as soon as possible as NHS Pensions are waiting for information to enable them to update or amend the member record.

Further detail for each of these forms is explained in the following guidance documents:

- 09. Automated Requests Overview**
- 10. Automated SD55E**
- 11. ESR Mid Year Contribution Rate Changes**
- 12. ESR Changes to Standard Hours**
- 13. SM8**

To see the full list of E-Forms select the link “Continue to E-Forms” and the following menu will then be displayed:



Further guidance for each form is available in guides 14 to 31