

A decorative horizontal bar at the top of the page, featuring a blue background with a green gradient on the left side.

NHS Pensions Online (POL) Guide

8. E-Forms Overview

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

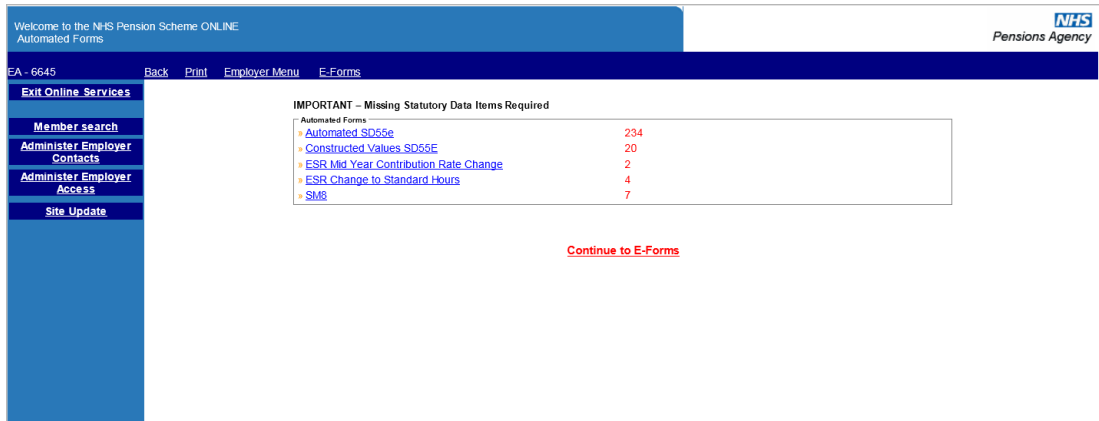
The screenshot shows the NHS Pensions Online interface. At the top, there is a blue header with the text "Welcome to the NHS Pension Scheme ONLINE" and the NHS Pensions Agency logo. Below the header, there is a dark blue navigation bar with the text "EA - 3414", "Back", "Print", "Employer Menu", and "E-Forms". The "E-Forms" link is highlighted. Below the navigation bar, there is a white area with the text "Welcome NHSPA diagnostic user (3414) to the NHS Pensions Online Service. Your email address is 3414@pensionsagency.nhs.uk. If this is incorrect please ask your administrator to amend your email address." Below this, there is a prompt "Please select an area of the site you would like to visit" and a list of links: "E-FORMS", "MEMBERZONE", "NOTIFICATIONS", "NOTICE BOARD", "ERROR HANDLING", "ABS STATUS", "ESR STATUS", "CHANGE PASSWORD", "VIEW EMPLOYER CONTACTS", "VIEW PENSION CONTACTS", "CHECK MEMBER CHOICE STATUS", and "GREENBURY - SENIOR MANAGERS' PAY". The "E-FORMS" link is highlighted in blue. A black arrow points from the text above to the "E-Forms" link in the navigation bar. Another black arrow points from the text above to the "E-FORMS" link in the main navigation area. A black arrow points from the "ERROR HANDLING" link in the main navigation area to the text below.

E-Forms allow you to electronically complete and submit pensions related forms to the National Health Service Business Services Authority (NHSBSA). 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 NHSBSA validation and a 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 the NHSBSA 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 The NHSBSA, as follows:



These automated requests should be actioned as soon as possible as the NHSBSA 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/Constructed Value 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 – 19, 21 – 23, 25 - 28, 30 & 31