

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

### 35. Electronic Staff Record (ESR) status

## ESR status

Welcome to the NHS Pension Scheme ONLINE  
Welcome

EA - 5812 Back Print Employer Menu E-Forms

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Welcome NHSPA diagnostic user (5812) to the NHS Pensions Online Service. Your email address is [5812@pensionsagency.nhs.uk](mailto: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

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- [MEMBERZONE](#)
- [NOTIFICATIONS](#)
- [NOTICE BOARD](#)
- [ERROR HANDLING](#)
- [ESR STATUS](#)
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- [VIEW EMPLOYER CONTACTS](#)
- [VIEW PENSION CONTACTS](#)
- [CHECK MEMBER CHOICE STATUS](#)

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.

The ESR status page displays information as illustrated below:

Welcome to the NHS Pension Scheme ONLINE  
ESR Status

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**ESR Status**

Your VPD Code is: \_\_\_\_\_

Joiner Records:	Active
Change Records:	Active
Leaver and Year-end:	Active

**ESR Processing Status**

All ESR records have been processed, subject to your status, as follows:

Joiners: All records received up to and including 04/10/2009, the last record processed for your EA was on 04/10/2009

Changes: All records received up to and including 04/10/2009, the last record processed for your EA was on 04/10/2009

Leavers: All records received up to and including 04/10/2009, the last record processed for your EA was on 04/10/2009

Year-end: All records received up to and including 11/09/2009, the last record processed for your EA was on 25/04/2009

**Contact Information**

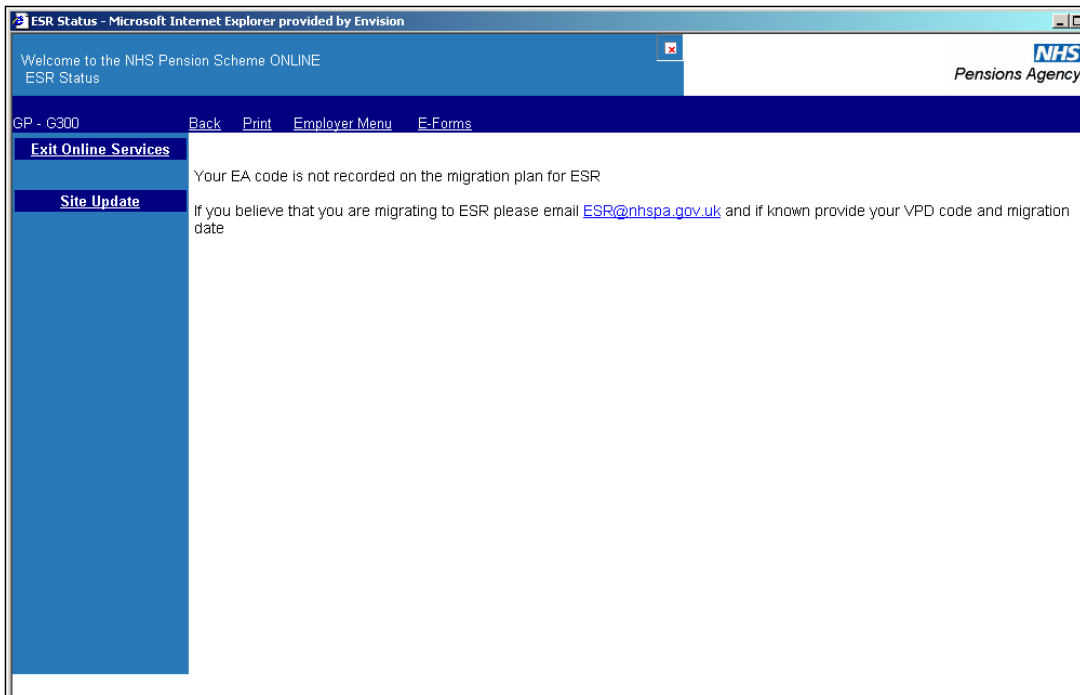
If you wish to contact us about the above or any other aspect of ESR then please email [ESR@nhspa.gov.uk](mailto:ESR@nhspa.gov.uk)

The Virtual Private Database (VPD) code is your unique ESR identification code.

Also displayed are the active ESR interfaces. On this example ESR submits joiner, change, leaver and year end interfaces, for this employer.

ESR Processing Status shows to what date each of these interfaces have been processed and the date the last record was processed.

If you are not able to submit information via ESR the page will display the following information:



If you wish to contact The NHSBSA concerning updating via the ESR system please email: [nhsbsa.esrreconciliationteam@nhs.net](mailto:nhsbsa.esrreconciliationteam@nhs.net)