## Ask a question or upload a document about an employer



This process is useful if you wish to ask a question about the scheme you administer, such as a question about a member's pension contributions.

We will response to any queries via Hub. All queries and responses are saved in the documents section

To ask a question or upload a document about an employer, click on the '**start a process**' tile on the home page.



Select 'Ask a question or upload a file about your employer' from the process list.

process ?	Eller.	
	Filter	
	Tell us someone has left	
	Add a new member	
	Update a member's service and salary	
	Update a member's details	
	Ask a question or unload a document about a member	
	Ask a question or upload a file about your employer	
	Upload Data Changes	
	⊕ Employer Hub	

**Type in** the name of the employer that the query relates to, into **the search field**. You usually you can just type part of the name and **click search (the little magnifying glass)** and it will find the relevant employer.

Search for member or employer	<ul> <li>Starting a process</li> <li>Please search for the employer you wish to start the process against</li> </ul>	
Pick another process	Search for member or employer	

You will be shown the basic details of that employer. If this is the correct employer, click 'submit'.

rch for member	🗤 Starting a	process	
mployer	Please search for t	the employer you wish to start the process a	against.
: another process	★ Search for me	mber or employer	
	millwall	×Q	7
	💵 Employer Deta	ails	
	Reference:	4864	
	Name:	Millwall Legends (PB 2014)	
	Additional Details		
	There are no additiona	l details	
	Submit		

Once you have clicked on submit, you have created a 'work item' or 'process' on Hub. See **Work Feed guide** on how to navigate through the Work Feed and assigning work items/processes to users.

Once the process has been assigned into your work tray, you can action it.

**Click** on the process in your work tray.

Ū	>	Search keywords	XX	
Workfeed: My	Work			
OPTIONS		5 litems		
Filter		StdWebWF360 Employer Query / File Upload - Raising a General Query - Derrick Trotter N Millwall Legends (Pb 2014) , 4864, Church Workers	ew item	
My Work Milwall Legends (Pl	9	Comment: Church Workers		
2014)	-	StdWebWF360 Member Query / File Upload - Ask a question - Derrick Trotter Mr Terry Hurlock, 26410: CW22176, (Status: Active), Church Workers: Scheme Millwall Legends (PB 2014)		

To help you through the process, you'll be guided down the 'action pane' on the left-hand side.

Them it can the coust	ng: StdWebWF360 Employer Query / File Uploa UPMPaylocation: Miliwali Legends (Pb 2014) , 4864, Church Workers (2)
ACTIONS Enter the details of your query	C Raising a General Query Please click on the action on the left to add your query for this pay After you have added your query, please click on the option to send Interpret the sended of the sen
	Enter the details of your query Please enter your query *

**Type in your question which you'd like to ask.** You will then need to specify if you are uploading a document.

ACTIONS		
Enter the details of your query	Raising a General Query Please click on the action on the left to add your query for this pay location.	
	After you have added your query, please click on the option to send it to the adminis	stration team.
	1 Raise a query	2 Upload supporting documentation (if applicable
— <b>г</b>		
	★ Enter the details of your query	
	Please enter your query *	
	Do you need to upload a document with this query? * Please Select	
	Save Submit	
L		

**Uploading document:** If you are uploading a document, click on add file(s) and select the file you are uploading. You will then see the document listed on the page. If you are happy with this document, then click upload.

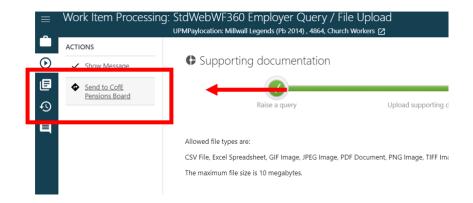
Not uploading Document: If you are not uploading a document, you can skip this stage.

Allowed file types and CVV/ris, brow Sorestanet, GP image, PPG image, PDP Document, PHG image, THP image, Word Document The maximum file size is 10 mogosystem.	ACTIONS	Supporting documentation Press disk on the lattice upset a document.      Control of the lattice upset a document.      Control of the lattice upset of	2 ing documentation (f
		CSV File, Exel: Spreadmeet, GF Image, PBG Image, PDF Document, PNG Image, TIFF Image, Word Document The maximum file scale is 10 megabytes. ★ Upload a document	

In the Actions pane, you will need to **click on the next action** which will open a message which tells you that your document and query are ready to be sent to us. Click on submit if you are happy to send your query.

	UPMFolder: Mr Neil Harris, 26408: CW22174, (Status: Active), Church Workers: Scheme Millwall Legends (PB 2014) [2]
ACTIONS ★ Show Message	Supporting documentation Plesse click on the action on the left to upload a document.
1	Raise a query Upload supporting documentation (if applic
	CSV File, Excel Spreadsheet, GIF Image, JPEG Image, PDF Document, PNG Image, TIFF Image, Word Document The maximum file size is 10 megabytes.
	★ Show Message Document uploaded. Your query and supporting documentation will now be send to the Church of England Pensions Board. Submit

Your last action in the **Actions pane** is to click on send to cofe pensions board, and your message will be sent.



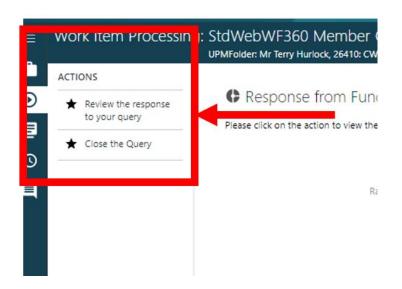
## **Receiving a response**

If you need a response from us about your query, we will usually send a response **within 10 working days.** The response will appear in Hub, in the work tray of the user who made the initial query.

You will notice that the response will say on the work item 'response from fund'.



You will then need to click on the **'Review the response to your query' action in the Actions pane on the left.** 



Once clicked on, you will see the response to your query.

By closing the query by clicking on the **Close The Query** action, the process will be closed and will no longer be in your work tray.

The response to your query will be saved Hub in the **documents area of the Employer Folder.** To find out how to navigate to this area, see the **Additional Functions** guides.

ACTIONS		
<ul> <li>Review the response</li> </ul>	Response from Fund - General Qu	ery
to your query	Please click on the action to view the repsonse from the fund	
★ Close the query	Please click on the action to view the repsonse from the fund	administrator to your q
Close the query		
	Raise a query	Up ad supportir
	Review the response to your query (Derrick Trot	ter, 13-Ser 2023 15:14)
	Employer query	
	Is the start of the week Sunday or Monday?	
		10
	Document uploaded?	-
	N	
	CEPB response *	
	It is Monday. sunday is on the weekend 'weekEND"	
	Michael Mumford	
	Senior Pensions Administrator	
		11
	Username	
	Michael Mumford	
	Close	