

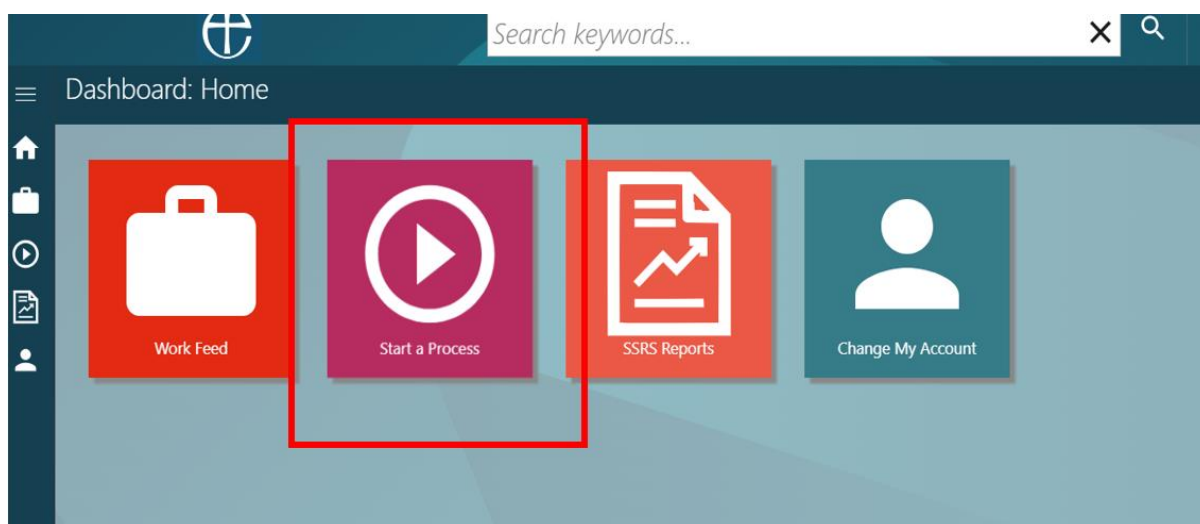
# Update a member's service and salary

When an employee's salary changes, you can tell us via Hub. Knowing the right salary will mean we charge the correct pension contributions, and their pension builds up at the right level. Knowing a person's correct salary will also help us if that person dies in service and we have to pay a death benefit lump sum, which is based on a multiple of their salary.

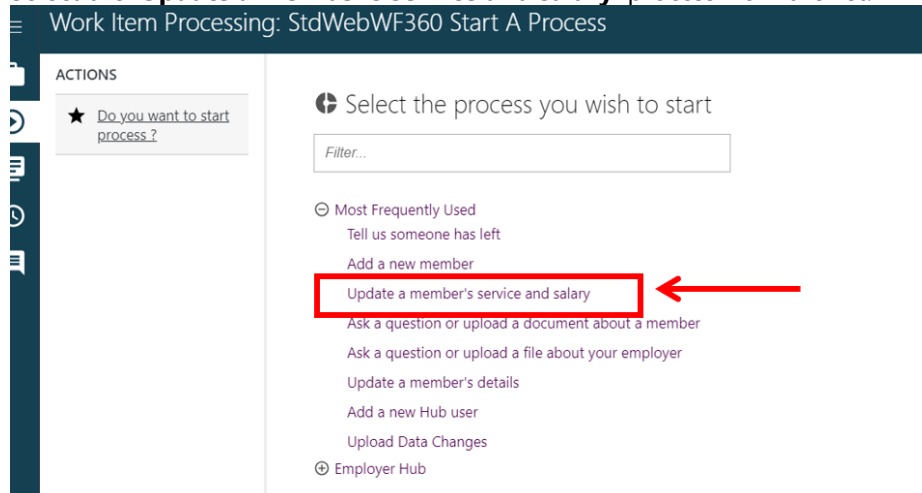
If the salary change is for a previous month, we will backdate contributions.

- If you have more than one salary change for a specific person, please email us at [pensions@churchofengland.org](mailto:pensions@churchofengland.org) and we will process this for you.
- If you are reducing a person's salary for family leave or sick leave, we will continue to collect contributions based on their reduced pay.
- If you are reducing a person's salary to nil, we will not collect contributions.

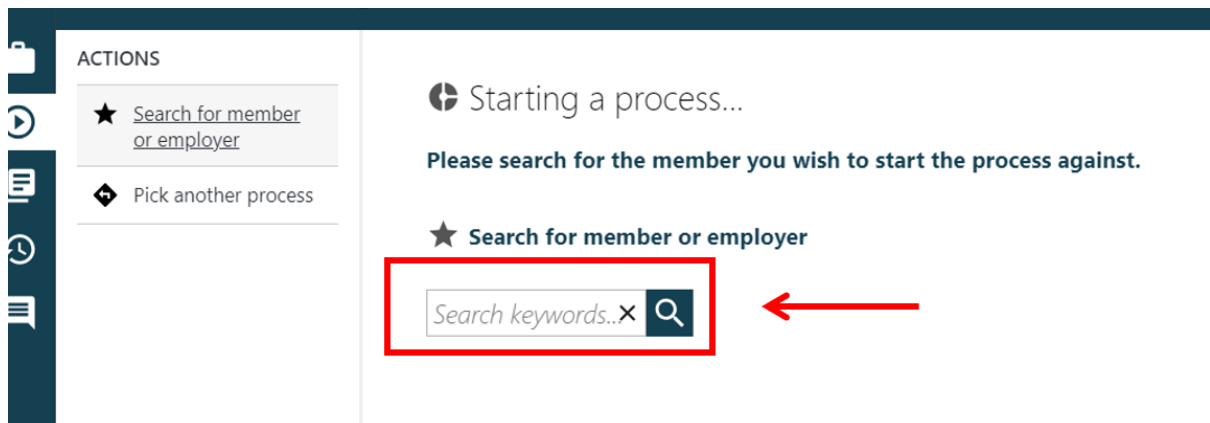
To let us know that a person's salary has changed, click on the 'start a process' tile on the home page.



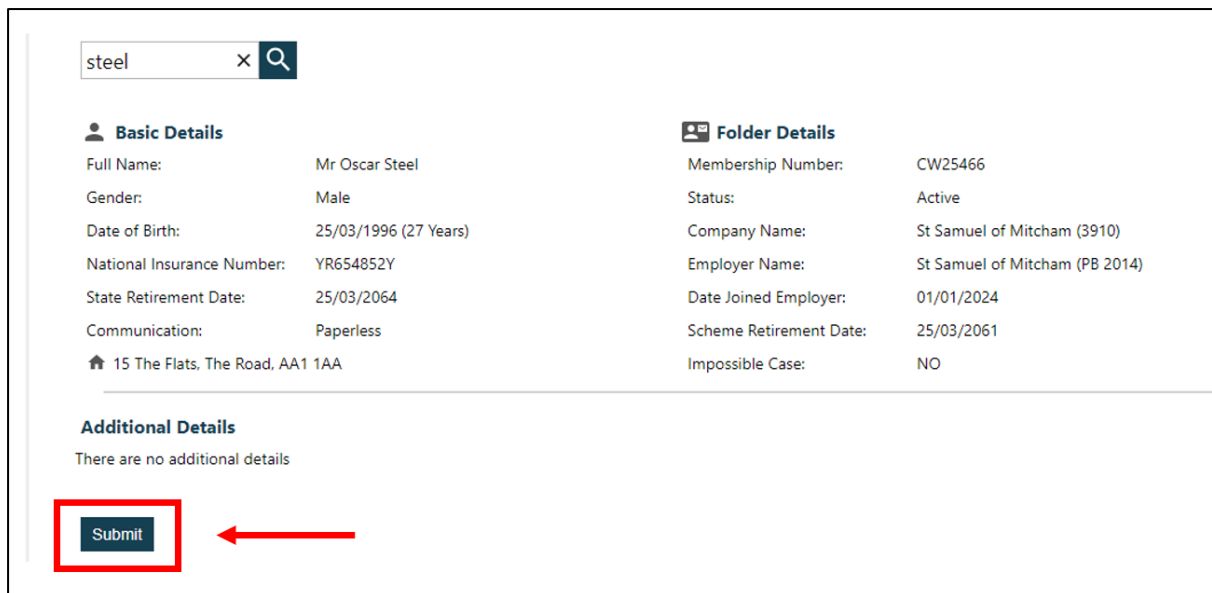
Select the 'Update a member's service and salary' process from the list.



Search for the person whose salary you are updating, by either typing in their **surname, National Insurance number or their Pension reference number** in the search bar, then **hit enter or click on the magnifying glass**.

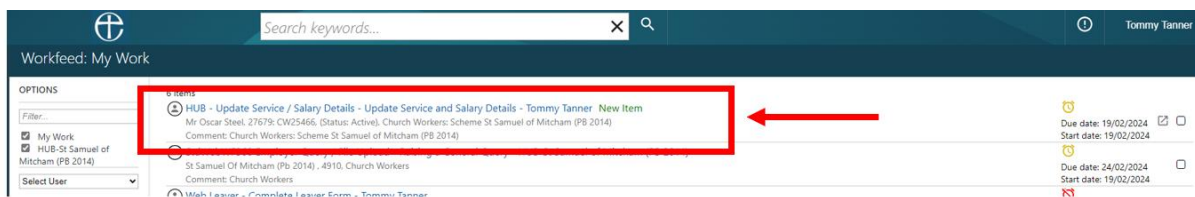


Select the member whose salary you are updating and you'll be shown the basic and folder details of the person you have selected. If this is the correct person, click **'Submit'**.

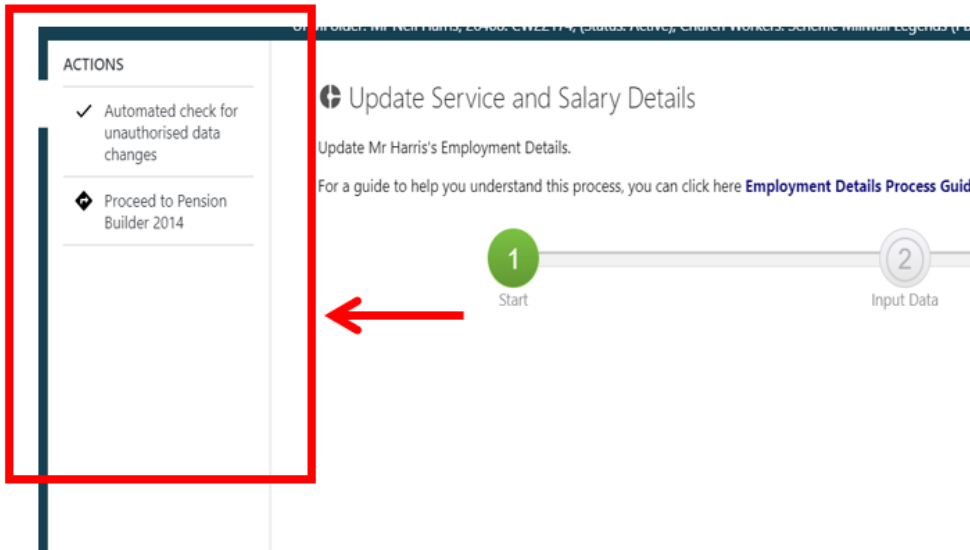


Once you have clicked on submit, you have created a 'work item' or 'process' on Hub. **See the Work Feed guide** on how to assign work items/processes to users.

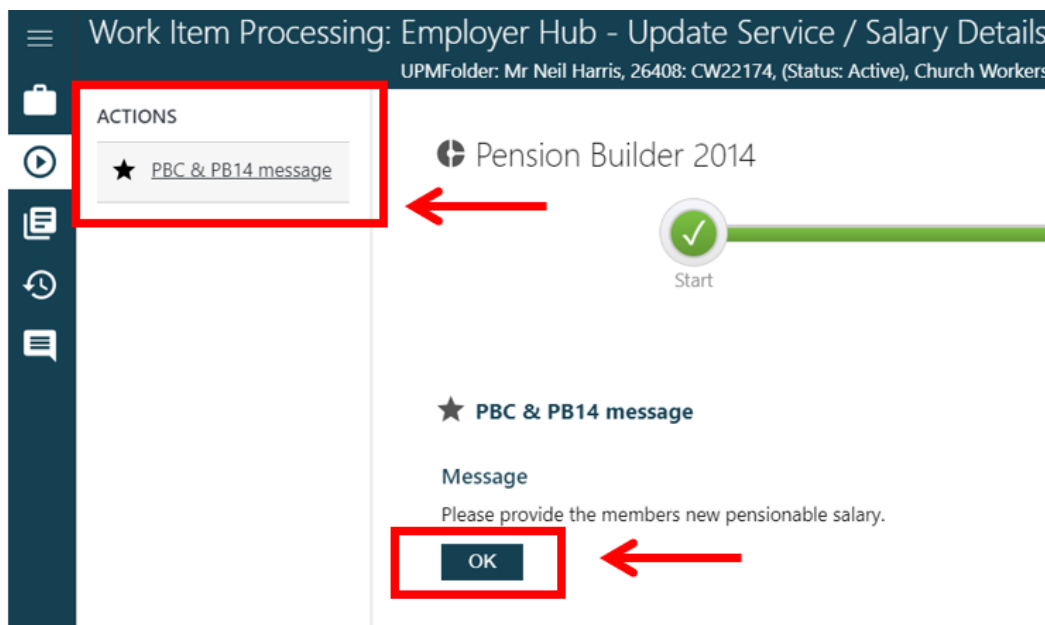
Once the process has been assigned into your work tray, you can action it. Click on the process in your **work tray**.



To help you through the process, you will be guided down the **Actions pane** on the left-hand side. Click on the '**Proceed to Pension Bulder 2014**' action.



Click on the '**PBC & PB14 message**' in the **Actions pane**. A message will appear asking you to update the person's pensionable salary. **Click OK**.



Click on **the next action in the Actions pane**, in which another message appears, to tell you that you will need to click a row. Again, click **OK**.

The screenshot shows the 'Work Item Processing: Employer Hub - Update Service / Salary Details' interface. The 'ACTIONS' pane on the left contains a button labeled 'View salary message'. A red box highlights this button, and a red arrow points from it to the right. The main content area shows a progress bar with a green checkmark under 'Start' and a green circle with the number '2' under 'Input Data'. Below the progress bar, there is a section titled 'View salary message' with a sub-heading 'Message' and the text 'You'll need to select a row in order to be able to view it.' A red box highlights an 'OK' button at the bottom of this section, with a red arrow pointing to it from the right.

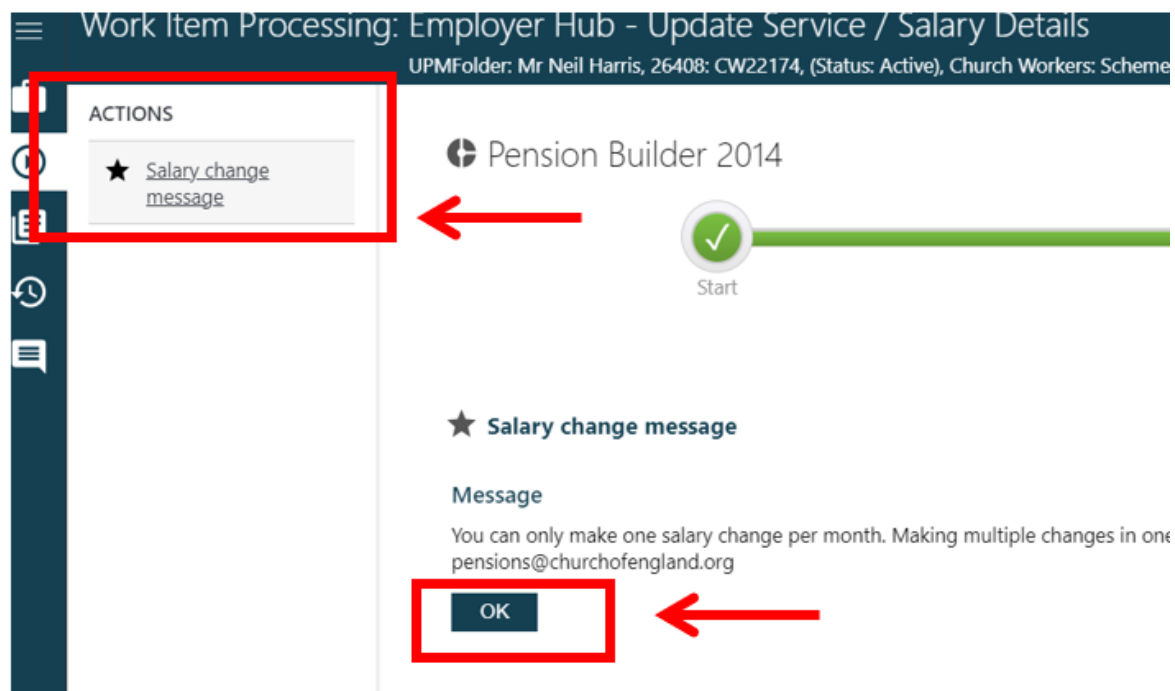
You will then be asked to view that person's salary history by clicking on **view salary** in the **Actions pane**. Once the salary history appears, you can choose to view more information about a row, or you can click **close** to move on.

The screenshot shows the same interface as above, but the 'ACTIONS' pane now contains a button labeled 'View salary'. A red box highlights this button, and a red arrow points from it to the right. The main content area shows the progress bar and a section titled 'View salary' with a sub-heading 'HUB - Salary'. Below this is a table with the following data:

Select	Date	Payment Type	Basic Salary (Annual)	Pensionable Salary (Annual)
<input type="radio"/>	<input checked="" type="checkbox"/> 01/08/2023	Annual	10000.00	0.00

Below the table, there are two buttons: 'View Row' and 'Close'. A red box highlights these buttons, and a red arrow points to them from the right.

The next action in the **Actions pane** is informing you that you can only change a person's salary once a month. If you are happy to continue, then click **OK**. If you need to make more than one change for a month, please email us at [pensions@churchofengland.org](mailto:pensions@churchofengland.org) and we will do this for you.



Click on the '**Enter new salary details**' action, and the new salary options will appear. You'll need to tell us when the person's salary started and what the new salary is. The figure must be an **annual salary**.

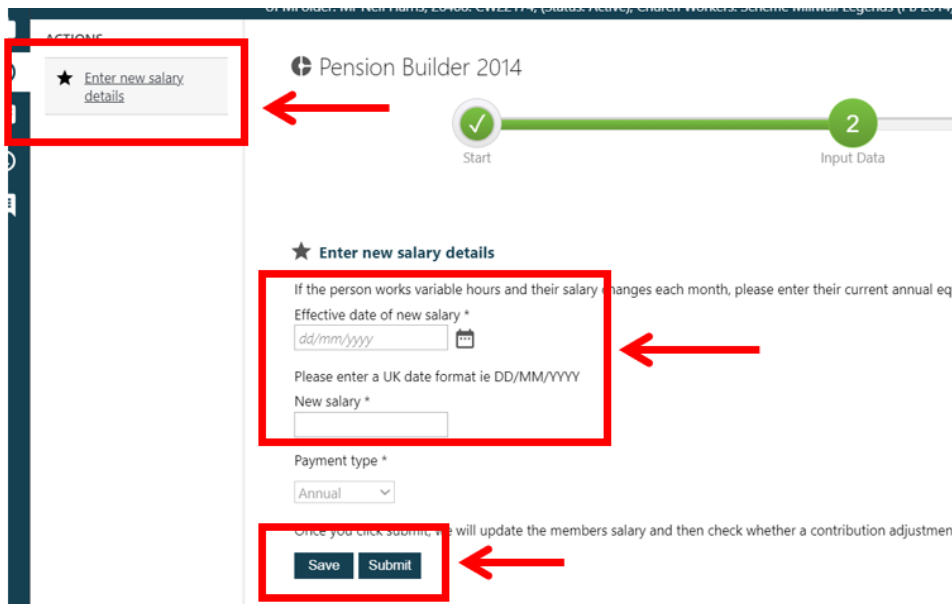
**Important:** If your new person works variable or casual hours, please put their **monthly pay as an annual amount (multiply monthly salary by 12)** in the salary field.

**Example:** Joe Bloggs joined the pension scheme on 1 January and works variable hours, which means he receives a different amount of pay each month. His first month's pay (January) will be £2,000. To get his contributions correct for January you need to enter £24,000.00 in the salary field ( $£2,000 \times 12 = £24,000$ ) on Hub.

You can change their salary details each month through the 'salary change' process. If a person's salary changes monthly it is important that you update the annual salary each month so that we collect the correct amount of contributions.

Once you are happy with your entry, you can either click **save** (and the process will be held in your work tray until you click submit. You can revisit the process by visiting your work tray and completing it when you want) or click submit.

When you click **submit**, you'll be taken to the next page.



You will need to click on the '**Proceed to Update**' action in the **Actions pane**. This will process the new salary.

You will see the change on the person's folder on HUB within 5 days. If the salary is more than 1 month in the past, then you will also see an adjustment on your next statement.

