NEST error (IFC01645)

Pension and Automatic Enrolment (AE) · https://paiyroll.com/kb/nest-error-ifc01645/

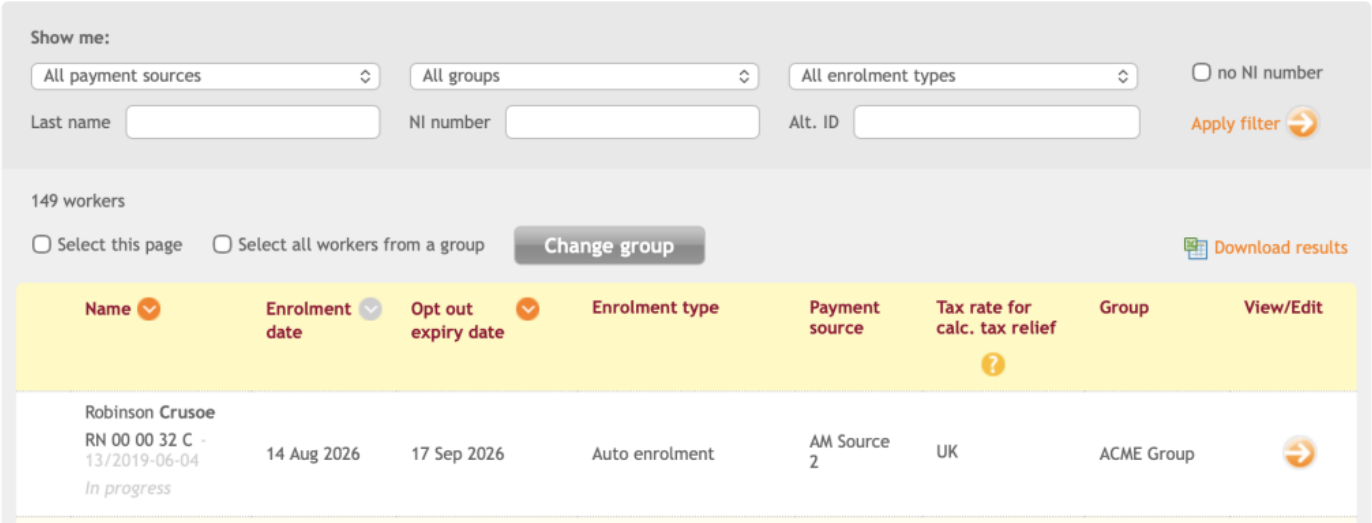
Error message

```
The information you've entered for this member doesn't match this schedule. Please check that the earnings period for this member matches this schedule. You should also check that the payment source or start date for this member matches this schedule. (IFC01645)
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Reasons

This error confirms that the member has been recognised on the NEST system, but one of the following issues with the member (employee) has caused the submission/upload to be rejected by NEST.

- Log in to NEST
- Go to **Workers**:



Now check all the following:

1. They are on the NEST **schedule**
2. They are not displayed as ***In Progress***

3. Did you forget to enrol the worker in a previous period?
4. The **National Insurance NI** number on NEST is identical to that on paiyroll®
    - Check and double-check this very carefully, as this is the most likely reason for the error
    - Ensure that no numbers are transposed and the numbers and letters are exactly the same (spaces do not matter)
    - e.g. **RN000023C** in paiyroll® will error for the example above
    - A missing NI number on NEST will fail if there is an NI number on paiyroll® - the same will be true the other way round
5. If an NI Number is not present on both systems, the **Alternative Unique ID** on NEST matches the paiyroll® PayID.
    - paiyroll® uses a format comprising a Database ID followed by a slash and their start date, e.g. **13/2026-01-21**
    - If you update any employee, their Database ID will be the number in the browser address bar, to which you need to append "/" and their start date
6. Their **Enrolment date** (start date) is correct
7. Their **Payment Source** and/or **Group** is correct or does match paiyroll® exactly,
    - e.g. uppercase *ACME Group* vs. lowercase *ACME group* are not the same
8. The NEST **enrolments** have taken longer to update, and contributions were not accepted
9. They have not **opted out**/left in an earlier period or **joined** in a later period on NEST

Corrective Action

Correct the error by updating the information in your NEST account for that member.

In some cases, you may need to wait for NEST to process member enrolment.

Then proceed to:

1. Restart the API resubmission from paiyrol® or
2. Documents > download the GB Nest contribution file, log in to NEST and upload the file via CSV

More Information

NEST	paiyroll®	Where does this come from?
Start date The date from which the worker's enrolment in NEST is effective – usually the date the worker becomes or became eligible for automatic enrolment. A contribution schedule for the worker will only be backdated in the NEST system by 6 weeks from the Enrolment date (below); any prior contributions need to be added to their first contribution.	**Enrol date** The date the employee was automatically enrolled Note: This is not the employee's Start date in paiyroll®	Generated in paiyroll® and sent to NEST.
Enrolment date	-	This is the date you added the member to NEST via API report submission (Pay run Approve) or CSV upload