



Employer Pensions Notice

EPN 162

Ordering Starter Packs for new entrants joining before 1 July 2007

Audience This Notice will be of particular interest to

- HR Managers
- HR staff dealing with recruitment and new entrants

Action Make sure that all HR staff who order Starter Packs have the new DRF1 order forms as soon as possible and instructions for completion (annexes A and B) and that they use them for all new entrants joining before 1 July 2007.

Timing Immediate

Background

1. EPN158 announced the changes to the Civil Service pension arrangements from 1 July 2007. The new entrant Starter Pack will need to be re-written.
2. The introduction of the new scheme and the varying recruitment timetables across employers using the Civil Service pension arrangements will mean that there is a transition period during which both the current Starter Pack and the new scheme Starter Pack will be in use. It is essential that new entrants receive the correct pack.

Transition arrangements

3. Our print/distribution provider, St Ives Direct, must be able to identify which Starter Pack to send each new entrant. St Ives will check this using the new entrant's start date. The



DRF1 order form has been modified to ask for the new entrant's start date, which you must enter on all orders from now onwards. An example of the word version of the new DRF1 is included at Annex A. Wherever possible you should use the spreadsheet version, available on our website [Employers > Forms] or from the employer helpdesk. Please see Annex B for instructions and make sure that everyone in your organisation who orders Starter Packs has this information.

4. **Staff joining before 1 July 2007.** St Ives will issue the Starter Pack immediately in the same way as now.

5. **Staff joining on or after 1 July 2007.** We have not finalised the Starter Pack for the new scheme. We will issue an EPN shortly to tell you how to order Starter Packs for those joining on or after 1 July 2007. Do not order packs for these people until you have received that EPN, which will have a new Starter Pack order form (DRF2).

Reference EPN158

Contacts Enquiries about content, distribution or to receive in a different format

employerhelpdesk@cabinet-office.x.gsi.gov.uk

01256 846414

**Employer Helpdesk, Civil Service Pensions, Grosvenor House, Basing
View
Basingstoke, RG21 4HG**

You can find copies of all current EPNs and forms on our website
www.civilservice-pensions.gov.uk in the Employer section

Completing the DRF1 and DRF2

1. St Ives, our printer, processes many orders for employers and APACs. The majority of orders are placed correctly, but a significant minority cause delays in processing, and increased costs.
2. **Multiple orders** – We have designed a new multiple order DRF1 spreadsheet which you can download from the CSP website. [Employers > Forms] This will reduce copying errors, and will make the ordering process more efficient.
3. **Single orders** – Rather than complete a single DRF1 form for each new entrant, please complete the new multiple order spreadsheet which you can download from the CSP website. [Employers > Forms] If you order more than one or two packs a week, we suggest that you send the form once a week rather than sending the spreadsheet for each individual order.
4. **Completing the form** – You must complete all the required information on the form in full. Some of the information you supply appears in the personalised letter sent with the pack. You must therefore ensure the information you put on the form is complete and correct. Where the form asks for your details as employer, it means your name, not Department for xxx, HR Section or Personnel. If St Ives needs to ask any questions about the form, they need to know who to contact. Similarly, where the form asks for Organisation, please put the full name of the Organisation you work for, not Human Resources, Personnel or some abbreviation which no-one outside your Organisation will know about. Your Department's name is used to produce reports on packs ordered and despatched. If you put Human Resources or something similar, your order will not appear on your Department's report.
5. **Return address** – The return address on the DRF1 is the address where you want the new entrant to send their PensionChoices form once they have filled it in. According to the agreement you have with your APAC, you will ask the member to return the form either to yourselves or your APAC. Under no circumstances should you ask the member to return the form to St Ives Direct.
6. The most efficient way to send your order is to email it to cspdorders@stivesdirect.com. This will make sure that it reaches St Ives, and you will get an email to tell you that it has arrived.
7. **Unable to email** – If, and only if, you are unable to order by email, you may continue to order by fax or post using the Word version of the DRF1 despatch request form. You must complete the form on-screen, print it out and then either fax it to 0870 0131 694 or post it to:

St Ives Direct
St Ives House
Faringdon Avenue
Romford
Essex
RM3 8XL
8. You can order yourself a single copy of the starter pack for your own reference. Order it as you would any Starter Pack, using your own details as the new entrant. To avoid St Ives querying the order, put the date you order the pack as your start date.

9. Reports are available on Starter Pack orders. You can ask for reports of your department's orders. Please contact pcn@cabinet-office.x.gsi.gov.uk for further details.

Chasing orders

10. Our contract with St Ives requires them to send any Starter Pack, or other publication, within 2 days of receiving an order. Starter Packs are sent 2nd class mail. Allow up to two weeks for delivery of any order, to cover possible postal delays. If it has not been received by then, you should contact St Ives by email to cspdorders@stivesdirect.com or phone to 0870 0131 693.

Please note

11. Many of you are ordering by fax and post. St Ives have to type these orders into their order system, which can lead to errors and delays.

12. Hand written forms are often hard to read, particularly if sent by fax.

13. A few people have placed orders one way, and then confirmed their order by sending it again by another route, for example, an email confirmed by a fax, which is then further confirmed by post. As St Ives receives up to 580 orders each day, they are unable to spot these confirmations for what they are. They could be processed as new, separate, orders. Sending these duplicate packs wastes both the pack and the handling and distribution costs.

14. Do not send hand written forms unless absolutely unavoidable.

15. Do not ask the new entrant to complete the DRF1.

16. Order once only - Once sent, do not send your order again.