



Employer Pensions Notice

EPN 185

Ordering publications

Audience This Notice will be of particular interest to

- HR Managers
- HR staff dealing with recruitment or pre-retirement events

Action Note new and forthcoming publications and ordering procedures.

Timing Immediate

Ordering publications

1. You can order the following publications directly from St Ives:

- **New entrant starter packs** – EPN172 (Rev) tells you how to do this. Guidance on completing the DRF spreadsheets and forms is included at Annex A.
- **Pension Choices – an overview – nuvos partnership** – You should use this to promote the Civil Service pension arrangements to prospective employees. You can also enclose it with the letter of appointment as an introduction to the arrangements.
- **Thinking about retirement** - Use during pre-retirement events.

2. Please use the form which you can find on the Employer section of the CSP website [Guidance for employers > Forms] to order from St Ives. The instructions for completing and sending it are included at Annex B. An example is included at Annex C.



3. You must not order any other material from St Ives. You should not hold stocks of material other than the ‘Pension Choices – an overview’ leaflet or the ‘Thinking about retirement’ booklet.

4. If anyone asks you for copies of any other publications, please direct them to our website. This holds current versions of all our publications. If they are unable to access the website, you can download the publications for reference or to email them to scheme members. Alternatively, give them your APAC contact details. Your APAC holds stocks of all publications to send direct to staff.

5. If you need copies of any other CSP publications for internal use, for example, you are running an early release scheme, you should order them from your APAC.

New and forthcoming member material

Publication title	Scheme to which the publication refers	Availability
Adding to your classic , classic plus or premium pension	classic classic plus premium	Available August
Adding to your nuvos pension	nuvos	Available now
Partial retirement	classic classic plus nuvos partnership premium	Available October
Leaving nuvos with 2 or more years’ service	nuvos	Available August
Leaving nuvos before pension age with less than 2 years’ service	nuvos	Available now
New entrant starter pack NE1	nuvos partnership	Available now
New entrant starter pack NE2	nuvos partnership	Available now
nuvos ill-health retirement benefits	nuvos	To be confirmed
nuvos pension scheme	nuvos	Available August
nuvos retirement benefits	nuvos	Available October
Pension Choices – an overview	nuvos partnership	Available now

Publication title	Scheme to which the publication refers	Availability
Rejoinder starter pack	partnership premium	Available now
Your pension and tax Replaces 'Pensions and tax' and 'Your pension and tax'	classic classic plus nuvos partnership premium	Available now

Withdrawn material

Publication title	Scheme to which the publication refers
Employment after pension age: Your classic benefits	classic
Pension Choices partnership pension account – an overview	partnership
Pensions and tax	classic classic plus partnership premium

6. Section 2.6 of the Employers' Pension Guide will be updated in due course.

Reference EPN172(Rev), Section 2.6 of the Employers' Pension Guide

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 Guidance for 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 DRF spreadsheets which you can download from the CSP website. [Guidance for employers > Forms] This will reduce copying errors, and will make the ordering process more efficient.
3. **Single orders** – Rather than complete a single DRF form for each new entrant, please complete the spreadsheets which you can download from the CSP website. [Guidance for 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, not the new entrant, 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 make sure that 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 DRF is the address where you want the new entrant to send their Pension*Choices* 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 versions of the DRF despatch request forms. 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, 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 csporders@stivesdirect.com or phone to 0870 0131 693.

Please note

11. Please use the correct spreadsheet or form. Do not mix orders for pre- and post- 30 July new entrants on the same spreadsheet.

- DRF1 for new entrants starting before 30 July 2007
- DRF2 for new entrants starting on or after 30 July 2007

12. Do not give the DRF1 or DRF2 to the new entrant to complete.

13. 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.

14. Hand written forms are often hard to read, particularly if sent by fax. Do not send hand written forms unless absolutely unavoidable.

15. 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, these could be processed as new, separate, orders. Sending these duplicate packs wastes both the pack and the handling and distribution costs. Please order once only - Once sent, do not send your order again.

Ordering 'Pension Choices – an overview' or 'Thinking about retirement'

1. **Order form** – Please use the member material order form which you can download from the CSP website. [Guidance for employers > Forms] If you do not have internet access, or are unable to download the form, please contact the Employer Helpdesk.
2. **Completing the form** – You must complete all the required information on the form. Where the form asks for a name, 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 a delivery address, please include 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.
3. 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.
4. **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 versions of the member material order forms. You must complete the form on-screen, print it out and then either fax it to 0870 0131 694 or post it to:

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8. Hand written forms are often hard to read, particularly if sent by fax. Do not send hand written forms unless absolutely unavoidable.

9. As with Starter Packs, please do not repeat your order in different formats. Sending duplicate orders wastes both the publications and the handling and distribution costs. Order once only - Once sent, do not send your order again.

Publications order form - employer

August 2007

Please complete on screen

To: CSPD Customer Response Centre

At: St Ives Direct

Email: cspdorders@stivesdirect.com

Fax number: 0870 0131694

Date:

Please process this order as soon as possible.

Name	<input type="text"/>
Delivery address	<input type="text"/>
Contact telephone	<input type="text"/>
Contact email	<input type="text"/>

Title	Which scheme(s) does the title refer to?	Code	Quantity
Pension Choices – an overview	nuvos premium	NS-PC-07	<input type="text"/>
Thinking about retirement	classic classic plus partnership premium	TAR-1	<input type="text"/>

Send this form to St Ives Direct.

e-mail	cspdorders@stivesdirect.com	St Ives Direct
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Telephone	0870 0131693	Faringdon Avenue
		Romford, Essex, RM3 8XL