

# Payroll Services

## Frequently Asked Questions

### Greater Manchester Shared Services & NHS Oldham CCG

This list of frequently asked questions has been produced for your reference and to provide a quick guide. The document will be introduced to the ELFS web site and will be circulated via email bulletins and communication magazines of our Client organisations.

For those staff without regular access to PCs, please can you ensure that copies of this document are printed and placed on Departmental notice boards for easy reference.

**Q. How can I query my pay, travel expenses or pension entitlements?**

**A.** You can contact the ELFS Helpdesk as follows:-

- Via our website at [www.elfsnhs.co.uk](http://www.elfsnhs.co.uk). To do this, you should follow the General Enquiries / Contact us link, and enter the appropriate details.
- by email on [elfs.helpdesk@elht.nhs.uk](mailto:elfs.helpdesk@elht.nhs.uk) (**Preferred method**).
- by telephone on 01254 786009 (this functionality may not be available during Covid19)
- by writing in to ELFS Helpdesk, Viscount House, 2<sup>nd</sup> Floor, Arkwright Court, Commercial Road, Darwen BB3 0FG

If you know your Payroll and Paypoint number (see Q below) then please quote this on all correspondence with the helpdesk

**Q. What happens once I have logged a call with the helpdesk?**

**A.** Once we have received your query, it will be logged and you will be given a call number. We will notify you of the call number by email or telephone.

**Q. How quickly can I expect my query to be resolved?**

**A.** Once your call has been logged, the target response times are as follows:-

Type of Query	Who to Contact	Response Times
No Pay or Significant Underpayment of pay	Helpdesk	Within One working day
Underpayment of Enhancements, or Overtime	Helpdesk	Within five working days
Leavers' Payslips and P45's	Helpdesk	Within five working days
Query on PAYE or Pension Deductions	Helpdesk	Within five working days
General Pay queries - Maternity Pay, Tax Codes, Deductions from salary	Helpdesk	Within five working days
Underpayment of Travel Expenses,	Helpdesk	Within five working days
Mileage Rates	Helpdesk	Within five working days
Pension Estimates	Helpdesk	Review TRS site
Request for P46 Tax forms	Helpdesk	Issued same day or can be obtained from HMRC website
Request for Pension Opt Out/Refund forms	NHS Pensions	To be obtained by the employee directly from NHS Pensions website

Please note that response times are targets, and the maximum allowed. Generally, most queries will be dealt with before the 5 day limit.

**Q. What should I do if my query is not resolved within the expected time?**

**A.** You need to contact the helpdesk again by any of the methods above, quoting the log number, and ask the operator to escalate the query. In this case, you should receive an immediate call / response to clarify the status of the query.

**Q. When will my salary be paid this month?**

20/21 TAX YEAR

<b>Pay Day</b>
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Apr-20	27 April 2020
May-20	27 May 2020
Jun-20	26 June 2020
Jul-20	27 July 2020
Aug-20	27 August 2020
Sep-20	27 September 2020
Oct-20	25 October 2020
Nov-20	27 November 2020
<b>Dec-20</b>	22 December 2020
Jan-21	22 January 2021
Feb-21	26 February 2021
Mar-21	26 March 2021

**Q. What are the deadlines for submitting ETAD, Time sheets or Expenses claims?**

<b>ETAD Deadline</b>	<b>Travel Claim Deadline</b>
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07 April 2020	07 April 2020
07 May 2020	07 May 2020
08 June 2020	08 June 2020
07 July 2020	07 July 2020
07 August 2020	07 August 2020
07 September 2020	07 September 2020
07 October 2020	07 October 2020
06 November 2020	06 November 2020
03 December 2020	03 December 2020
06 January 2021	06 January 2021
08 February 2021	08 February 2021
08 March 2021	08 March 2021

If Expense claims are received after the above deadline, we cannot guarantee payment in the appropriate salary.

**Q. What is my PAYE Tax reference?**

**A.** Your tax reference is used in contacting HMRC, and is Employer specific. The reference is detailed on your ESR payslip – 4th line down, next to your employer’s name.

However the references are as follows:-

**Oldham CCG            475/ZA84426**

**GMSS                    475/XB39350**

**Q. If I have been underpaid, how soon will I be paid my outstanding monies?**

**A.** Underpayments are usually rectified in the following month’s salary; however, where the delay is unacceptable to the employee, or where this causes financial hardship, then we will make a salary advance to your bank account as soon as practically possible.

In this case – both the adjusting payment & the advanced salary payment are detailed on the following month’s payslip.

**Q. How much would I earn if I reduced/increased my hours to XXX per week?**

**A.** The ELFS Payroll Team does not provide this service

In this case (and as a rough guide) you should divide your current net pay, by your working hours, and multiply by your projected hours. Please note that this is only a rough calculation, and does not take account of an employee moving across tax thresholds.

**Q. What to do if you lose your year-end P60?**

**A.** Unfortunately, there are no copies of this form. So you should be careful to file away upon receipt. In the absence of the P60 form, the same details are recorded on your final payslip of the year – usually Week 52 / Month12.

In the event that this is unacceptable and exceptionally, then ELFS can provide an official letter detailing your earnings for the relevant tax year.

**Remember – File your P60 carefully!**

**Q. I have left the Trust but I have not received my P45. Can I get a copy?**

**A.** Once again we cannot issue a duplicate tax document. However, part one of a P45 is always sent electronically direct to HMRC. In the event of your copies going astray, you should obtain a New Starter Checklist Form [obtained via HMRC Website]

**Q. How can I change my bank details?**

**A.** Sending in to ELFS a letter format with your signature /printed name along with your National Insurance number, by the 12th of the Month.

**Q. How can I find out where I am on the Agenda for Change / Medical & Dental pay spine?**

**A.** You can see your current salary rate from your payslip. The full pay spine can be accessed at the NHS Employers web site at [www.nhsemployers.org](http://www.nhsemployers.org) by following the link to pay rates.

**Q. How do I cancel my Gym Fee's, Union deductions etc?**

**A.** Gym fees and Car Parking deductions are cancelled by returning your card / disc to the appropriate office, who in turn authorise Payroll to cease deduction from your salary.

Other deductions are cancelled by writing in to ELFS Payroll and quoting your employing Trust, Payroll and Pay point number. Depending on the deduction, you should also contact receiver (E.g. Union) to advise them of your action. **This will not be done by Payroll.**

**Q. If my Time sheet or expenses claim is sent in late – when can I expect payment?**

**A.** Ordinarily late claims are paid in the next available pay period / month. If you wish to query this, then contact the Payroll helpdesk via the web site detailed above.

**Q. How can I get more information on the NHS Pension Scheme?**

**A.** Visit their web site at [www.nhsbsa.nhs.uk/pensions](http://www.nhsbsa.nhs.uk/pensions) where you will find all the latest links to the booklets and guides within the scheme.

**Q. How do I join the NHS Pension scheme?**

**A.** Generally all employees are automatically brought into the scheme. Re-employed NHS Pensioners and staff who already have a full time post in the scheme are unable to contribute. If you have previously opted out of the scheme, and now wish to rejoin, then you have to write in to ELFS Payroll.

**Q. I have opted out of the NHS Pension Scheme before I have completed 2 years. Can I get a refund?**

**A.** Yes – you need to download a SD502 to opt out and a RF12 for a refund, from the NHS Pensions website. Once completed they should be sent to ELFS. ELFS Payroll team will complete this online for you, and a refund should come to you direct from the NHSPA within 6 weeks.

The refund is adjusted by the Tax.

**Q. My wage slip contains lots of abbreviations! What do they stand for?**

Abbreviation	Description
ARRS	Arrears Payment
EN	Enhancement Payment (e.g. Unsocial)
OT	Overtime Payment (e.g. Saturday)
NNI	Payment Not Subject to NI Contributions
NP	Non-Pensionable
NT	Payment Not Subject to Income Tax
NW	Payment not subject to Working Time Directive
OAP	Occupational Adoption Pay
OMP	Occupational Maternity Pay
OSP	Occupational Sick Pay
R	Refund
SAP	Statutory Adoption Pay
SMP	Statutory Maternity Pay
SSP	Statutory Sick Pay
WTD	Working Time Directive

**Useful Contact Numbers:-**

NHS Pensions	0300 3301 346
HMRC	0300 200 3300
NEST	0300 020 0090
Healthsure/Simply Health	0800 854 721
Medicash	0151 702 0220