

Overpayment prevention guide for managers

1. The Process

Most of salary overpayments in NHSBT occur due to late or incorrect data being sent to NHSBT Pay Support. We appreciate that a lot of managers will not be aware of the impact of submitting late data and are probably not aware of when they should be submitting data.

The guide below has useful information which is hoped will reduce and prevent overpayments.

| Type of Change | What should I do? | When should I do this? |
|--|---|---|
| Contractual changes: Change of post Position Change Band Change Hours Change Regrading Restructure Promotion Secondment | Complete Contractual Changes form ESR-FRM -103 and submit to NHSBT Pay Support | Within 48 hours of the change being agreed. |
| Termination | Complete Notification of resignation/Termination on People First https://nhsbt.service-now.com/hr_knowledge/notify_leaver.do | As soon as the employee resigns |
| | Upon receipt of initial notification NHSBT Pay Support will send a Termination Form for completion. | Within 48 hours of receipt of the form |
| Redundancy | Initial Notification of Termination form is completed by HR and submitted to NHSBT Pay Support | |
| Sickness /Any Other Absence | On the day that your employee advises that they are unable to come to work enter and authorise the absence into the Easy system. | On the 1st day of absence |
| | On the day that your employee returns to work end date the absence into the Easy system and authorise the return | On the return day. |

2.FAQs

- My employee has walked out without any notice what should I do?
 - Complete Notification of resignation/Termination on People First
https://nhsbt.service-now.com/hr_knowledge/notify_leaver.do
 - If this is after the 18th of the month contact HR Direct who will advise if there is still time to stop the salary being paid and discuss options available.
- My employee has been through the dismissal process. Who should complete the initial notification the manager or HR?
 - In all cases it is the managers responsibility to submit the form.
- My employee has been working on 2 posts and the 2nd post has now ended, what should I do?
 - You will need to complete a contractual changes form to end the 2nd Post, as the employee is continuing to work on her substantive post.
- My employee has not turned up for work (unauthorised absence)
 - Input absence in EASY. If this is after the current months extraction date (Schedule on the EASY Pages on the intranet) contact HR Direct for advice

3.Links

Easy & Expenses Timetable –

<http://nhsbandt.nhs.sitekit.net/People%20First%20-%20Document%20Library/Pay/Document%20-%20Payroll%20and%20Expenses%20Submission%20Timetable.pdf>

For any additional information please contact HR Direct

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