


UN2873 1 of 1 24 th MAR 2020	Electronic Staff Record Programme USER NOTICE	
Title	Delivery of ESR printed outputs	
Purpose	To inform Organisations of the potential impact of COVID-19 on the day to day delivery of ESR paper output	
Intended Audience	All Payroll and HR Departments	

SUBJECT

To make NHS Organisations aware of the potential impact COVID-19 could have on the delivery on ESR output such as Payslips, P60's and P45's.

DETAIL

Whilst the ESR Courier Company are currently able to deliver to ESR NHS Organisations, possible changes to Government guidance around COVID-19 and the potential impact upon employees of the courier company means that we may have to consider disruption to the delivery of paper outputs .

Also, with Organisations home working where possible, there may be no one at the site available to take delivery of the outputs and therefore the output would re-enter the Couriers network, and eventually be returned to the Printers.

ACTION REQUIRED

Should you be working from an alternative address, please be mindful and either do not print the paper payslips, or ensure someone is on site to take the delivery. All payslips returned to the printers will be securely destroyed.


Organisations are asked to consider the impact of not receiving paper outputs from ESR and are asked to look at the option of enabling the ESR Online payslip functionality for all of their employees, which will provide access to Payslips and P60s.

Should a printed payslip be required, Organisations are able to run the NHS Copy Pay Advice process at payroll level, or by individual assignment, and print from the associated PDF file created. Please note that no local messages will show on the Copy Pay Advice.

Users wishing to identify if employees are opted in or out of printing a payslip can do so by creating a BI report using the following subject area;

Subject Area: Human Resources – Person EIT Details
Folder: EIT Print Payslip/P60

For P45's, due to real time reporting HMRC records will be up to date with leaver payment information. Employees may wish to consider registering for an HMRC Personal Tax account via

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<https://www.gov.uk/personal-tax-account> to see their Year to Date payment information, until such time deliveries would be able to recommence.

FURTHER INFORMATION

Where the situation becomes untenable, the printing of ESR outputs may need to be switched off until the situation has stabilised and returned to normal levels of service. ESR will ensure that this is communicated to all Users via the User Notice distribution list.

NEXT UPDATE

A further User Notice will be provided should there be a change to the current service.

Guidance around Employee Self Service and switching off paper payslips will be issued in due course.