


UN2882 1 of 2 31 st MAR 2020	Electronic Staff Record Programme USER NOTICE	
Title	COVID-19: Delivery of Payslips	
Purpose	To Update Users on Delivery of Paper Payslip	
Intended Audience	Payroll Departments	

SUBJECT

Delivery of paper payslips during the Coronavirus pandemic.

DETAIL

Users are advised that the printing of paper payslips and delivery of them by our appointed couriers will continue as normal if possible. If this situation changes we will advise through our normal communication mechanisms.

It has however become clear that an increasing number of deliveries are being returned to the courier depot as a result of user organisations not being able to accept delivery – for example because payroll teams are now working from home. This does not seem an appropriate use of resource in the current circumstances.

Whilst we understand that, where possible, organisations have their employees working from home during the COVID-19 outbreak we can only deliver payslips to the nominated delivery point. Due to security concerns we are unable to amend the delivery address of payroll related outputs, which would normally be delivered to payroll departments, to a home address for onward distribution.

ACTION REQUIRED


Payroll teams should consider whether they are able to continue to accept delivery at their nominated business address. If you are not able to accept delivery at this point you are requested to stop running the NHS Pay Advice (Freq) process which will cease printing of your payslips at this time. We do not have secure storage facilities for stationery that is printed and cannot be delivered to end users. The Functional Account Managers will be reaching out to their payroll contacts in this regard.

Organisations Still Receiving ESR Printed Stationery

For those organisations who still wish, and are able, to receive printed stationery, we will continue to review the situation regarding both our ability to print the outputs and also for our couriers to deliver them.

It is clearly essential that courier services maximise their resource across all of their customer base at this time. Therefore, if an attempted ESR delivery to a nominated address fails, the stationery will be returned to depot and securely destroyed. For the avoidance of doubt, no re-delivery will be attempted.

NOT PROTECTIVELY MARKED

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If a subsequent production and delivery of paper stationery is attempted (for a different week/month) and delivery fails again – the return and destruction will still apply but the production (and therefore delivery) of stationery for that VPD will be suspended with immediate effect and until further notice.

FURTHER INFORMATION

Organisations not in receipt of paper stationery should ensure that their employees are able to access on-line payslips in ESR. The NHS Payslip Generation – Self Service process will need to be run to ensure the online payslips are generated.

Where payslips are required for leavers, please follow the advice provided in UN2873.

NEXT UPDATE

No further update is required.