


UN3094 1 of 1 14 <sup>th</sup> OCT 2021	Electronic Staff Record Programme USER NOTICE	
<b>Title</b>	Retro Pay Processing	
<b>Purpose</b>	Information for Payroll Departments	
<b>Intended Audience</b>	ALL ESR Payroll Departments	

## SUBJECT

Some Retro Pay processing is taking longer than Payroll Departments expected.

## DETAIL

The Retro Pay process, for some Organisations, is taking longer to process than prior to the AfC pay awards.

Please note that, where there is a large amount of backdated changes being processed this month, the retro will go back to April for any assignments that were included in the AfC Pay Award Retro in September, which will lead to an increase in the amount of processing time and will impact upon the queuing times.

## ACTION REQUIRED

Payroll departments are asked to take this into consideration when processing the Retro and to allow as much time as possible for the process to run.

## FURTHER INFORMATION

Please raise an SR if you have an extended run time for a Retropay by Element process that is impacting upon your ability to process your Payrolls in time for pay day, providing details of the Request ID, Date range and Number of Assignments in the process, as well as details of the deadlines that are being impacted.

## NEXT UPDATE

None planned