


UN3552 1 of 1 29 <sup>th</sup> January 2025	Electronic Staff Record Programme  USER NOTICE	
<b>Title</b>	BACS submissions and withdrawals outside of core hours	
<b>Purpose</b>	To remind Payroll Departments of the process for late BACS submissions and withdrawals	
<b>Intended Audience</b>	All ESR Payroll Departments	

### SUBJECT

A reminder to all Payroll Departments of the process required to ensure that late BACS submissions, urgent BACS withdrawals or urgent BACS failures are reported to the ESR BACS Team.

### DETAIL

For any of the following scenarios we request an SR is raised as soon as possible.

- BACS file is going to be late, and it is the final day for submission, ie day 1 of the 3 working day BACS submission cycle.
- BACS file is due to be submitted on the final day for submission and issues are encountered outside core hours, between 18:00 and 08:00-
- An urgent BACS file withdrawal is required outside of core hours, between 18:00 and 08:00.

Please note that out of hours SRs must be followed by a call to the ESR Service Desk as per **Further Information** below.

### ACTION REQUIRED

Payroll Departments are asked to raise SRs to alert the ESR BACS Team to late/urgent BACS submissions/withdrawals as soon as they are aware of any issues, especially if that could potentially require assistance outside of hours.

For BACS files that are going to be later than scheduled but are not yet urgent please raise a P4 SR during core hours (08:00-18:00).

For BACS files that will not be submitted until after core hours, and it is the final day for submission, should there be any issue encountered, including non-receipt of the BACS Confirmation email, please raise a P2 SR.

For urgent BACS withdrawals, where the replacement BACS file needs to be submitted that day/night, please raise a P2 SR.

### FURTHER INFORMATION

**Please note** that all SR's raised outside core hours, (ie between 18:00 and 08:00 weekdays ), must be followed by a call to 01606 663670. Failure to call may result in your SR not being dealt with.

### NEXT UPDATE

None.