Electronic Staff Record

Online Payslip / P60 Frequency Asked Questions

The following information looks to provide guidance on the most common questions and answers organisations may have, when considering using the online payslip and P60 functionality.

General

→ How does the pdf Payslip/P60 work?

The pdf is generated as and when an employee selects the online payslip or P60 from their Employee Self Service URP:
- ESR Portal
- My ESR Dashboard
- My Payslip and P60

The most recent payslip will be shown in the portlet and will have 'New' icon next to it if it has not been viewed. Clicking on it will enable the employee to go straight to the selected item and view it.

Selecting either the View My Payslips or the View My P60s button will open the Online Payslip page enabling the full payslip/P60 history to be viewed.
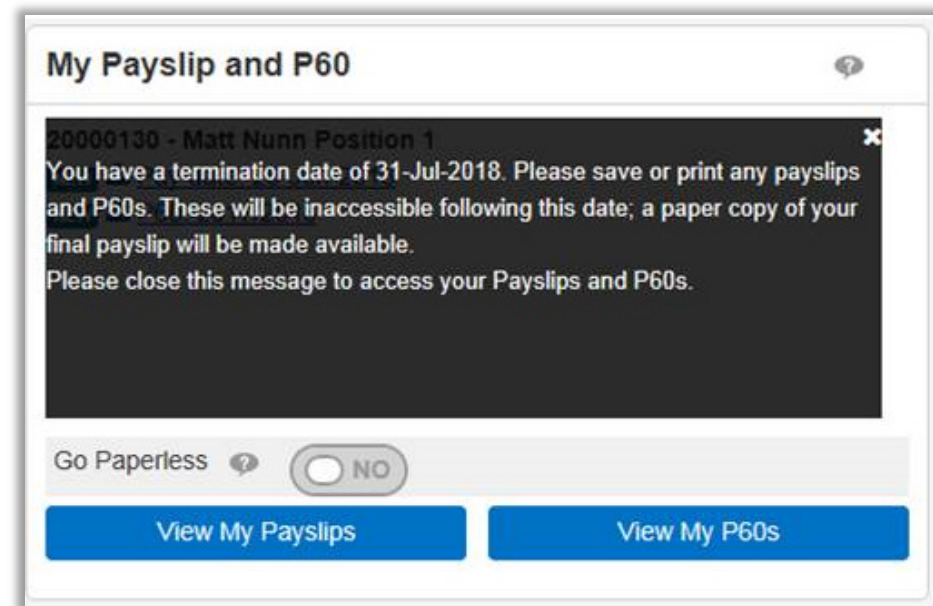
Similarly, where a Payroll User selects view payslip via the professional application and then selects a pay period the system will generate the same pdf view of the payslip.
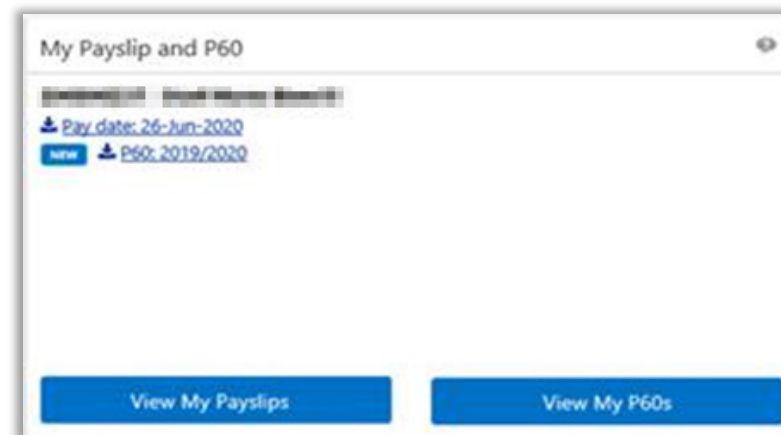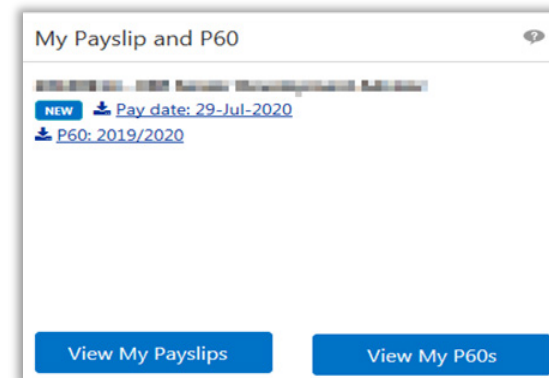
1 What happens to Leavers?

The system will generate both an online payslip and paper payslip for any employee with a leaving date entered in the current pay period. The NHS Pay Advice will need to be run to generate the paper payslip. There is no need to create an Assignment Set for Leaver payslips or to amend the Person Extra Information Type - Print Payslip and P60 back to paper settings. However, if the payslip should be delivered to the leavers home address, users will need to amend the individual assignment records by either amending the Assignment DFF – Payslip to Home field to Yes or amending the Paypoint to Default Home.

As Leavers will not have Self Service access after leaving the organisation, they should be advised to download any payslips or P60s prior to leaving. A warning message is displayed in the My Payslip and P60 portlet when a termination date has been entered.

2

Can an employee who has moved to a new employer see their previous payslips?

Unlike other employee information such as service history, payslips/P60s do not transfer across VPD's. As Employee Self Service access ceases on the employee's termination date, the ability to view Online Payslips/P60s will also end. Employees should be reminded to download any required payslips/P60s prior to their leaving date.

3 Can employees on long term sickness absence or maternity leave see their online payslip?

Provided Automatic Internet Access has been enabled, employees will be able to access their payslips away from the Organisation's IT network. This can be done on a smartphone, tablet, laptop etc. This will apply to all staff regardless of whether they are working or away from work due to absence.

If there is a need to provide a printed payslip during long term absence, this would be possible by creating an Assignment Set and running the NHS Pay Advice process as detailed below in the Setting Up section. Where the employee is on maternity leave then this will automatically be generated with a home address, without the need to make further changes to the Assignment record.

4 Will P11D's be viewable online?

No. P11Ds are not available online, the existing processes for P11D printing still applies.

5 What happens with P45s, are they available online or do they need to be printed?

P45s are not available online as the employee would not have access to the system after they have left. The NHS P45 Process (Freq) should be used to either request printed P45s from the print supplier, or to print P45s in pdf format locally. P45s can also be emailed to individuals

1   Can employees switch off their own paper payslips?

Yes. Employees can switch their own printed payslip off via My ESR Dashboard. A Go Paperless button will be present on the My Payslip and P60 portlet, where the Organisation has not switched off paper payslips.

2   Can employees switch back to paper if they change their mind?

No. Once the option for Go Paperless has been positively selected, the button will no longer be present. The employee would need to contact the relevant department at the Organisation to discuss whether the option to switch back to paper would be possible.

3 How do I select an employee in order to ensure they do not receive a paper payslip?

Payslip/P60 printing can only be suppressed at Trust and Person level. It is not possible to suppress printing for an individual Organisation within the Employing Authority.

Further information
For further details on how to do this refer to the Online Payslip Implementation Guide here

4 Does an SR need to be raised with the ESR Helpdesk to advise of the switchover to online payslips at Trust level?

No. An SR is not required as the option to switch to online payslips at Trust level or continue to print is controlled by the organisation at VPD level via the ESR Workstructures functionality.

5 Why is the option to switch off paper Payslips/P60s at Employee level and not Assignment level?

This is because once an employee has access to Self Service they will be able to see all of their online payslips for all assignments.

6 Do I need to make sure all staff have an email address in ESR?

It is advisable to ensure all staff have an email address held in ESR, as this is required to enable employees to reset their own password.

1 What do Payroll departments need to be aware of when processing online payslips?

There is detailed guidance in the User Manual which will provide all of the information you need. For a full end to end guide on how to implement online payslips, refer to the Online Payslip Implementation Guide.

Further information
Refer to the How to Generate an Online Payslip User Manual here.
Refer to Online Payslip Implementation Guide here.

2 Do I still need to run the NHS Pay Advice (Freq)?

No. If you do not have any payslips that require printing then the process does not need to be run. There may be occasions where there is a need to print individual payslips, for example for leavers, in which case the process would then be needed.

3 Will P60s be printed if printing has been suppressed for all staff?

No. They will be produced online only. The Setting Up section above covers where ad-hoc printing maybe required.

4 How do I view Online Payslip Balances?

Payslip Balances can be viewed in the professional forms using the View Payslip link within the Fastpath menu. The year and required payslip will need to be chosen before selecting the View Balances button. The balances region will be displayed showing the figures based on the payslip selected.

5 What does the organisation need to do if it does not want to produce weekly paper payslips for Bank Employees?

Whilst you may not want to print paper payslips for Bank Employees, you do have a legal duty to provide a payslip and therefore you must make sure the employee can view the online version if they will not be receiving a paper copy.

There are the following options:

a) If the entire payroll is for Bank staff only you do not need to run the NHS Pay Advice process, but you would need to run the processes to generate the online payslips. Please refer to the Payroll Processing questions above.

b) There is an option to create an Assignment Set for the NHS Pay Advice process – anyone in this Assignment Set will then receive a paper copy regardless of any other settings. To exclude the Bank staff, an Assignment Set of all non-Bank staff could be created and allocated to this process.

6 When does the latest Online Payslip appear to employees to view?

This will depend on the settings held within the Payroll Description form. The Payslip field in the Date Offset area of the form controls how close to pay day the payslip will be visible and feeds from the Normal Payment information held in the Payroll Calendar.

Where this field is left blank, the payslip will not be viewable until the Normal Payment date. To allow the payslip to be viewed earlier a negative (- no. of days) will need to be entered. If, for example, you wanted to make the payslip visible 1 day prior to the Normal Payment Date, you should enter -1 in the Payslip field.

It is recommended that these settings are checked at the start of the Financial Year to ensure that the payslips are available as locally required.

1 Can I report on the EIT?

You can run a staff list on the Management Overview Dashboard within ESR BI. This will detail the 'Receive Printed Payslip/P60' EIT.