

UN3788 1 of 3 30 th July 2026	Electronic Staff Record Programme USER NOTICE	
Title	Reminder for Critical payroll BACS Bureau transition activity	
Purpose	To remind User Organisations of the critical actions required in relation to payroll submissions due to BACS Bureau transition activity	
Intended Audience	NHS Chief Finance Officers, NHS Chief People Officers, Payroll Leads, Payroll Providers & ESR Leads	

SUBJECT

Further to User Notice UN3786, this User Notice is to remind User Organisations of the two **critical** activities that will need to be completed by your organisation relating to payroll BACS Bureau Registration activity.

Please note: These actions are required to ensure BACS files and salary payments continue to be processed from 1 September 2026.

DETAIL

As part of the Future NHS Workforce Solution Transformation Programme, Infosys will assume responsibility for delivery of the ESR service from **1st September 2026**. From this date, Infosys will take over the processing and transfer of BACS files in ESR.

The current IBM BACS Bureau User Number (BUN) that is linked to your organisations Service User Number(s) (SUN) will transfer from IBM to Infosys after BACS file processing on 25 August 2026. **There is no action required by user organisations for this activity - this BACS BUN needs to remain linked to your SUN for future processing of BACS files by Infosys.**

Infosys have introduced an additional BACS BUN to provide enhanced service resilience. **User organisations are required to link this new BUN to your SUN(s) by 7 August 2026, via your sponsoring Bank. This will mean two BUN' are linked to your SUN(s) that are used for ESR BACS salary payments.**

The critical activities required are as follows:

1. Linking Infosys' additional BACS BUN to your organisations SUN(s)

User organisations must link the new Infosys BACS BUN to all Service User Numbers (SUNs) used for ESR salary payments, via the relevant sponsoring bank.

This must be completed before the 7th of August 2026 please.

Please Note: user organisations **must not** update the BACS Bureau User Number in the Payment Method form in ESR.

NOT PROTECTIVELY MARKED

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2. Early Payroll Submission

Payroll processing timelines will be impacted due to a requirement to hold the BACS processing queue during the transition period (during w/c 24 August 2026). Payroll queues will be held on **25th August 2026 at 5pm** and will re-open on the **28th of August at 9am**.

If an organisation is planning to submit payrolls during the week commencing 24th August 2026, with a payment date **up to the 1st of September 2026**, they must submit their **BACS processing file before 25th August 5pm** to allow adequate processing time for the BACS payments to be delivered. **This may require submissions to be completed earlier in order to meet the required payment dates.**

ACTION REQUIRED

Action 1 - The following actions must be completed **before the 7th of August 2026**, in order to ensure the additional Infosys BACS BUN is linked to your SUN(s):

- All NHS ESR user organisations are required to link the Infosys BACS BUN (B21169) with your Organisation' SUN(s) via your sponsoring bank. This should be actioned by the person at the organisation who is authorised to manage updates to your banking services.
- Where there are payrolls with separate bank accounts for payment purposes within a VPD, advise the relevant team that the linking of Infosys' BACS BUN is required, with their Organisation' SUN(s) via their sponsoring bank.
- Once linked, please forward a confirmation email with the heading of '**[VPD Number] - BACS Bureau Action Completed – [Service User Number(s)]**' to **esr.pmo@nhs.net**.

Action 2 - The following actions must be completed **by 5pm on 25th August 2026**:

Organisations planning to submit payrolls during the week commencing 24th August 2026, with a payment date **up to the 1st of September 2026**, must submit their BACS processing file by **5pm on 25th August** to allow adequate processing time for the BACS payments to be delivered. **This may require submissions to be completed earlier in order to meet the required payment dates.**

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FURTHER INFORMATION

Infosys' additional/new BACS bureau details are:

Bureau Name: Infosys UK Limited

Bureau Address: 14th Floor, 10th Upper Bank Street, Canary Wharf, London, E14 5NP, GB

Bureau User Number (BUN): B21169

We are aware that some sponsor banks may only update their active BACS bureau user number listing at the start of the month. Should you receive a response from your sponsoring bank that the Infosys Bureau number is not active, please request your sponsoring bank to confirm directly with BACS (Pay.UK).

Please be advised that the ESR Programme Team will be monitoring progress centrally, to ensure that all user organisations have completed the required action as detailed above.

Please do not amend the BACS Bureau User Number held within ESR under the Payment Method form, as these details must remain in place to ensure future BACS files and salary payments can be processed.

Key Dates

7th August 2026 – Deadline for SUN - BUN Linking by your Sponsoring Bank

25th August 2026 5pm – Submission of BACS file processing – queues held

28th August 2026 9am – Submission of BACS file processing recommences

1st September 2026 9am – Infosys take over the transfer of BACS files

NEXT UPDATE

None

NOT PROTECTIVELY MARKED