

Payroll Bureau Employer FAQs

How do I tell you about changes to payroll?

Please include any changes for your next payroll on the monthly amendment form (available for download on our website). This must be signed by an authorised signatory for us to action the change.

If there are no changes, or we don't hear from you before the deadline, you don't need to send us a form in, we will process the payroll with standard salaries.

What is the deadline for payroll changes?

We have a 10 day turnaround period unless otherwise agreed so the deadline for any payroll changes is 10 days before your pay date, regardless of when this falls.

If you need your payroll reports back before a certain date due to holidays etc. then please let us know and send the amendments in 10 days before you require the reports back.

How do I update our list of authorised signatories?

Your authorised signatories are a list of people who are authorised to discuss payroll information with us and sign off any amendments. Please make sure this is up to date due to confidentiality.

To update this list, you can complete a new Employer's Information form (also available on the website) and send this to us. Any new Employer's Information form will supersede the one we currently have on file so please make sure all authorised contacts are listed on the updated form.

Can employees get in touch directly with queries?

Please do not pass on our details and ask your employees to contact us directly with any queries.

Due to the confidential nature of the payroll service, we will only be able to discuss payroll information with an authorised point of contact. If your employees have any queries regarding pay that you are unsure of or need any clarification on, please get in touch and we will be happy to provide a breakdown of how the pay has been calculated.

An employee thinks their tax code is wrong, can you help?

We receive any tax code changes (P6/P9s) from the HMRC directly, so we will action these in the relevant payroll.

If your employee thinks their tax code is wrong, we would ask them to log in and check the information in their online personal tax account in the first instance.

This can be done here: <https://www.gov.uk/personal-tax-account>

The employee can contact the HMRC and request this is updated if they think their code is incorrect. If the tax code is adjusted, we will receive this directly from the HMRC and action in the next payroll.

If this doesn't resolve the query, we are happy to try and help if you get in touch with us directly.

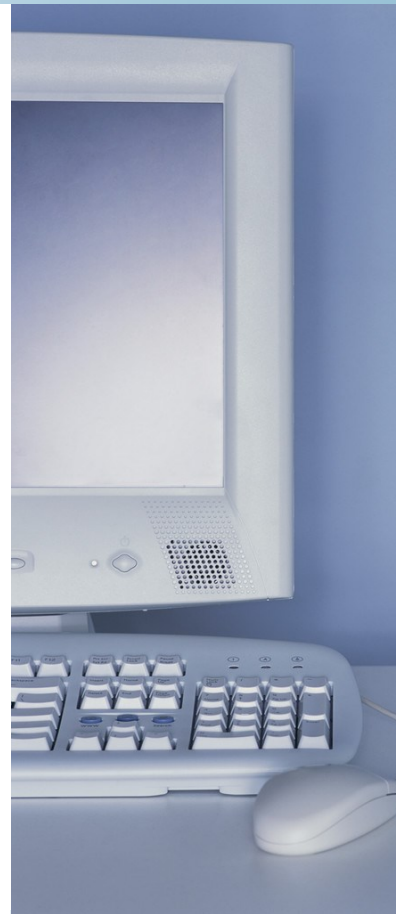
What is the password for my employee's e-payslip?

Employees will receive their own payslips electronically, these will come directly from us if you have the electronic payslip facility set up.

Employee payslip passwords generally follow the same format: **full capitals** and will be made up of the **first 4 letters of your surname**, followed by the **first 4 characters of your National Insurance Number**.

Please see below for an example.

E.g. Name: Joe Bloggs National Insurance Number: AB 25 26 27 A Password: **BLOGAB25**



Get in touch

Please get in touch with us if you have any queries around payroll that aren't covered in the FAQs opposite.

You can reach the team on any of the following methods:

Email:

varpayrollservice@varotherham.org.uk

Tel: 01709 726892

Mob: 07731021398