logo**Payroll Frequently Asked Questions**

1. **When do staff get paid?** - The pay date for all staff is usually the 28th of the month; if this date falls on a weekend, the pay date will be the last working day before the 28th, over the Christmas period this date may vary depending on how the 28th falls but you will be advised if the date changes and will never be later than the 28th.
2. **Where do I send my P45 from my previous employer?** – Please make sure this is sent to the Payroll Department, within Finance, Woodbury Building, St John’s Campus.
3. **Why haven’t I been paid all the hours/Expenses I submitted online?** - The cut-off date for processing approved online timesheets/ Expenses is the 15th, all timesheets approved by this date will be paid that month, the only exception being if there is a Bank Holiday in that month which brings the pay date forward. Please check with your department manager/approver for their deadline for submission, as this may be earlier than the 15th. If they haven’t been approved by the cut off, they will not be paid until the following month.
4. **Why am I paying tax when I am a student**? – You could be a new employee who has stated that they have another job somewhere else or we could have received a notification from HMRC advising us to change your tax code, if you need to query your tax you should call HMRC directly on 0300 200 3300.
5. **Why is my timesheet giving next month’s pay date when it was approved before the 15th?** - The pay date will only show once Payroll have downloaded the information usually on the 16th or 17th, once this is done the payment date will show as the current month.
6. **How do I access my emailed payslip?** - To gain access you need to enter your National Insurance number as the password in capital letters, but avoid using CAPS LOCK.
7. **I need my P60 to complete my Tax Returns, can I get a copy?** - These are usually sent out by the end of May and should be kept for future use. If you require the previous year you should have received it by email, if not please let Payroll know so that we can reissue a copy.
8. **I can’t submit any timesheets online** - You can only have access once you have a staff number and have been set up by HR, in the first instance check with the person who asked you to complete the work to see if they have arranged for you to be added. Once you have been added you should see a timesheet icon on your student page.
9. **How do I gain access to aCloud Expenses?** - To have access, Payroll need to be advised by your Line Manger that you wish to be set up to claim expenses, once we have received this we will send you an invite and instructions via email.
10. **Why am I in the Pension Scheme?** - All permanent staff are auto enrolled into the Pension scheme from commencement of their employment. We are not able to offer advice on Pensions, however, more information relating to your options can be found on the Local Government or Teachers’ Pension websites: <https://www.worcestershire.gov.uk/info/20661/employee_members>

<https://www.teacherspensions.co.uk/members/member-hub.aspx>

1. **How do I change my bank details**? - Please contact [Payroll@worc.ac.uk](mailto:Payroll@worc.ac.uk) and we will send you a Personal Details Change Form.
2. **How do I update my address/ change of name**? - In this instance please contact HR as they will need to update your personal records.
3. **If I leave the University’s employment, when will I receive my P45?** – The P45 will be produced during the month end process of the month you are made a leaver on the payroll system, it will be sent to your home address so should be received by the end of the month of leaving.

If you have any queries that are not covered here please e mail [payroll@worc.ac.uk](mailto:payroll@worc.ac.uk)