



## Supported Living – Payroll Automation

### FAQ's

#### When should I claim overtime?

If you have worked additional hours to your normal contractual weekly hours and have agreement from your line manager.

#### What overtime category should I claim?

**Overtime at basic rate** should be claimed for any hours worked above your normal rota'd hours Monday to Sunday up to 37 hours. For example, if you are rota'd to 25 hours in a week and work 7 hours extra you should claim the 7 hours at basic.

**Overtime Time & A Half** should be claimed for any hours worked that exceed 37 hours per week Monday to Sunday. For example, if you are rota'd to work 25 hours in a week and work 14 hours extra you should claim 12 hours at basic and 2 hours at time and a half.

If you are rota'd to work 37 hours per week any additional hours worked Monday to Sunday should be claimed at time and a half.

**Overtime Bank Holiday** should be claimed for any hours worked on a bank holiday as overtime (not rota'd) this will pay double time.

Log new attendance - Overtime (Standard) ×

Type Overtime (Standard)

Category --Select--

Comments --Select--

Date \*

hh mm hrs decimal

Total Time \*   0.00

**Note**  
All payment and / or lieu time for this extra attendance will be calculated automatically based on business policy. Enter **only** the actual hours of the extra attendance worked.

Submit

## I worked on a bank holiday, which was my contracted shift. What do I claim?

Any hours worked on a bank holiday as your contracted shift, you should claim the 'enhancements' in your 'enhancements' claim section on MyView.

This will pay you an additional single rate for the day worked which added to your normal pay will result in double pay for your shift.

You will still have your bank holiday entitlement to take at a later date.

Log new attendance - Enhancements

Type: Enhancements

Category: --Select--

Comments: --Select--  
Enhancement - Bank Holiday  
Enhancement - Contracted Waking Night

Date:

Total Time \*  hh  mm  hrs decimal 0.00

**Note**  
All payment and / or lieu time for this extra attendance will be calculated automatically based on business policy. Enter **only** the actual hours of the extra attendance worked.

Submit

## I worked on a bank holiday as overtime. What do I claim?

You will claim 'Overtime - Bank Holiday' in the standard overtime claim section in MyView.

You can input the number of hours worked; this will pay double time.

Log new attendance - Overtime (Standard)

Type: Overtime (Standard)

Category: --Select--

Comments: --Select--  
Overtime at Basic (up to 37 hours)  
Overtime Time + Half (above 37 hours)  
Overtime - Bank Holiday

Date:

Total Time \*  hh  mm  hrs decimal 0.00

**Note**  
All payment and / or lieu time for this extra attendance will be calculated automatically based on business policy. Enter **only** the actual hours of the extra attendance worked.

Submit

## Am I entitled to claim enhancements?

### Contracted Waking Night

If you have undertaken contracted waking nights, then you are entitled to claim enhancements for these shifts. For these shifts you will receive time at a third as enhanced pay. For example, if your waking night shift is 10 hours, you would be enhanced by 3.33 hours (a third of 10).

To claim this, please claim all rota'd hours for the shift via the 'Enhancement – Contracted Waking Night' category via the 'enhancement' box.

### Bank Holiday

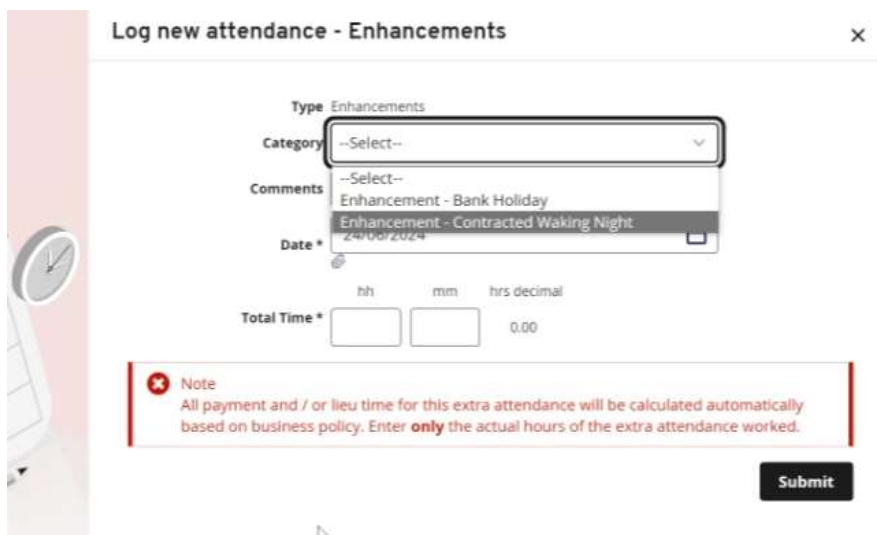
You would be entitled to claim enhancements for a bank holiday if you were rota'd to work that day, as part of your normal week. You would need to claim these enhancements as 'Enhancement – Bank Holiday' via the enhancement section.

If your rota'd shift was to be extended on a bank holiday, you would need to claim the additional hours worked as 'Overtime – Bank Holiday', which will pay you double for the extra hours.

### Both

You would be entitled to claim both of these enhancements for one shift if you have worked a waking night on a bank holiday date.

For example, if you are rota'd to start your night shift at 10pm on a bank holiday, you would claim 2 hours as contracted waking night enhancements, and another 2 hours at bank holiday enhancements. You would then still need to input your 8 hours for the day after as waking night enhancement.



**Log new attendance - Enhancements** [X]

Type: Enhancements

Category: --Select--

Comments: --Select--  
Enhancement - Bank Holiday  
Enhancement - Contracted Waking Night

Date: 24/06/2024

Total Time: [ ] [ ] 0.00

**Note**  
All payment and / or lieu time for this extra attendance will be calculated automatically based on business policy. Enter **only** the actual hours of the extra attendance worked.

**Submit**

## What do the different enhancement options mean?

**Enhancement** - This should be claimed when working a contracted bank holiday shift. You would input all hours worked in the bank holiday in this claim. This will pay you single rate again, in effect you will be paid double for the bank holiday.

**Waking night enhancement** - This should be claimed for any contracted waking night shift to be paid the third on top of your normal pay. Please claim all contracted hours worked as waking nights. For example, your contracted shift was 10 hours, please claim 10 hours here to be paid 3.33 in addition.

## I need to claim for the enhancement for my contracted waking nights, how do I claim this?

If you have undertaken contracted waking nights, then you are entitled to claim enhancements for these shifts.

For these shifts you will receive time at a third as enhanced pay. For example, if your waking night shift is 10 hours, you would be enhanced by 3.33 hours (a third of 10).

To claim this, please claim via the 'Enhancements' section, and chose the 'Enhancement – Contracted Waking Night' category.

Log new attendance - Enhancements

Type: Enhancements

Category: --Select--

Comments: --Select--

Date: \*

Total Time: \*  hh  mm  hrs decimal 0.00

Note: All payment and / or lieu time for this extra attendance will be calculated automatically based on business policy. Enter **only** the actual hours of the extra attendance worked.

Submit

## One of my overtime claims goes over 2 dates as it was a waking night, how do I claim?

You need to claim each date separately. For example, if you worked a 10-hour waking night shift on a Monday night, 2 hours waking night overtime should be claimed for the Monday

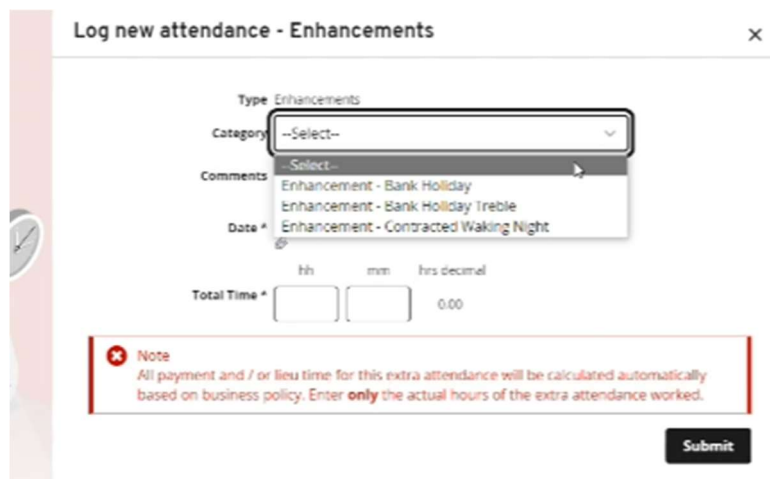
date, being the 2 hours 10pm to midnight, then 8 hours waking night overtime should be claimed for the Tuesday date, being midnight to 8am.

### **One of my waking night enhancement claims goes over 2 dates as it was a waking night, how do I claim?**

You need to claim each date separately. For example, if you worked a 10-hour waking night shift on a Monday night, 2 hours should be claimed as enhancements for the Monday date, being the 2 hours 10pm to midnight, then 8 hours should be claimed as enhancements for the Tuesday date, being midnight to 8am.

### **I worked a contractual bank holiday and want to be paid 'triple time', what do I claim?**

You would need to claim this via the 'Enhancements' section, and chose 'Enhancement – Bank Holiday treble' in the category box.



Log new attendance - Enhancements

Type: Enhancements

Category: --Select--

Comments: --Select--

Date: Enhancement - Bank Holiday  
Enhancement - Bank Holiday Treble  
Enhancement - Contracted Waking Night

Total Time: hh mm hrs decimal

0.00

Note: All payment and / or lieu time for this extra attendance will be calculated automatically based on business policy. Enter **only** the actual hours of the extra attendance worked.

Submit

### **I worked a contractual bank holiday and want to claim for the lieu day. How do I claim this?**

You do not need to claim this as lieu time. The entitlement will be present in your 'Bank Holiday Entitlements' for you to take at any later date within the financial year.

### **What should I claim if I worked on a client's holiday?**

All hours worked during a client's holiday that are above your rata'd hours, should be claimed at 'overtime at basic'.

## **How do I claim a sleep in? (Overtime sleep in's only)**

You do not need to claim for any contracted sleep in, these are already paid through your normal salary.

If you have worked a sleep in as overtime, please claim via the 'Sleep In' claim box and input 1 in the claim. Although the box states 'hours' sleep in's are paid as units **(1 Unit = 1 Sleep In)**. Similar to your tick box on the old timesheets.

If you submit claims for any sleep ins over the unit of 1, these will be rejected by your manager.

## **How do I claim an On Call?**

Only supervisors / managers should claim an on-call shift.

If you have worked an on call as overtime, please claim via the 'On Call' claim box and input 1 in the claim. Although the box states 'hours' on-calls are paid as units **(1 Unit = 1 On Call)**. Similar to your tick box on the old timesheets.

You are already paid for any contracted on calls.

If you submit claims for any on calls over the unit of 1, these will be rejected by your manager.

## **What does 'do you want to charge to a different cost centre mean'?**

This field is for workers who change sites. **This does not relate to you.** This will always default to 'No' please do not amend.

## **I have more than 1 post on MyView?**

If you have more than 1 post within the authority, you will see each post available for selection, you should ensure you have the correct post selected prior to submitting claims.

## **When am I entitled to overtime at time and a half, for overtime worked?**

For any hours worked over 37 during the week Monday to Sunday.

## I have worked over 37 hours in the week midway through my shift, how do I claim this?

You would need to input 2 separate claims. One for the hours worked up to 37, claimed at 'overtime at basic'. Then for the remaining hours for that shift input another claim for the same date but claiming 'overtime at time + half'.

## I have swapped my shift from a day shift to a night shift, what do I claim?

You would need to claim for enhanced hours worked as a waking night via the 'Enhancement – Contracted Waking Night' category under 'Enhancements'. This will pay the third for the hours worked in this shift.

The screenshot shows a web form titled "Log new attendance - Enhancements". The form has the following fields:

- Type: Enhancements
- Category: A dropdown menu with "--Select--" selected.
- Comments: A dropdown menu with "--Select--" selected.
- Date: A field with a calendar icon.
- Total Time: Three input fields labeled "hh", "mm", and "hrs decimal", with "0.00" entered in the "hrs decimal" field.

Below the form is a red-bordered box containing a note:

**Note**  
All payment and / or lieu time for this extra attendance will be calculated automatically based on business policy. Enter **only** the actual hours of the extra attendance worked.

A "Submit" button is located at the bottom right of the form.

## I have worked over 37 hours part way through my day shift. How do I claim this?

If you have worked over 37 hours part way through an overtime shift, you would need to claim this separately. The first claim for 'overtime at basic', the second for 'overtime at time + 1/2'.

For example, you have worked 35 hours already, and you have another overtime shift in the week for 7 hours. You would need to claim 2 hours at basic, then the remaining 5 hours at time + 1/2.

## I have worked over 37 hours part way through my overtime night shift, what do I claim?

If you have worked over 37 hours part way through an overtime shift, you would need to claim this separately. The first claim for 'waking night overtime', the second for 'waking night

overtime – over 37 hours’.

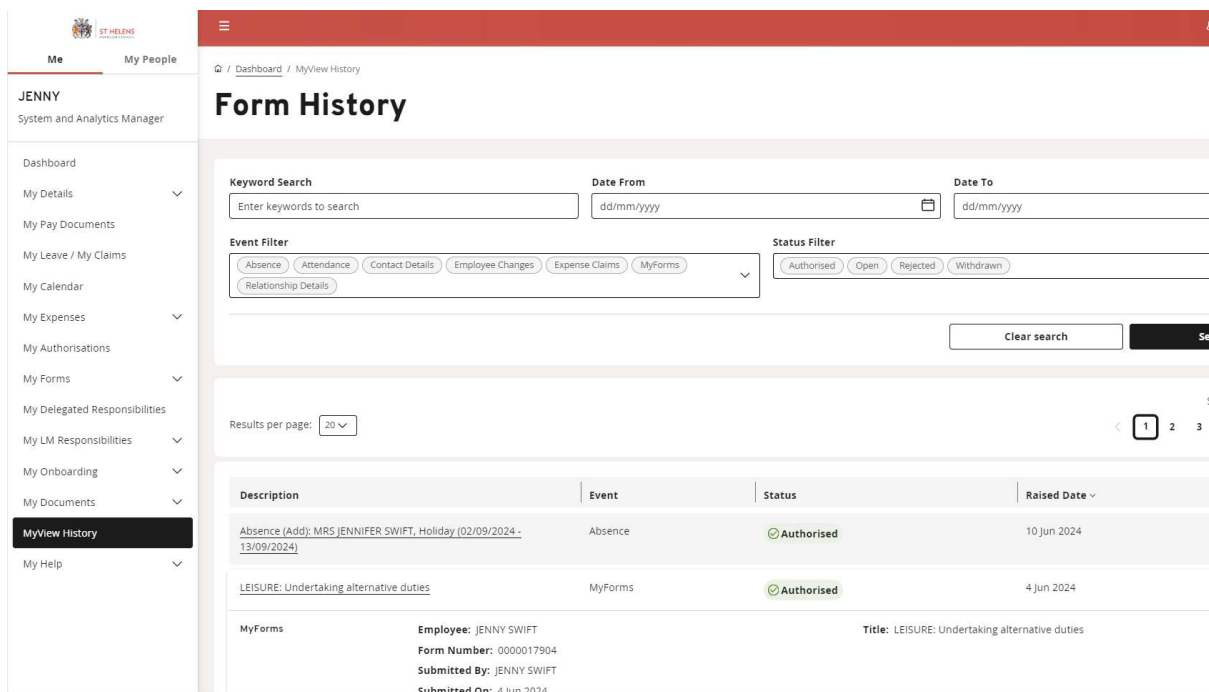
For example, you have worked 35 hours already, and you have another overtime shift in the night for 10 hours. You would need to claim 2 hours at ‘waking night overtime’, then the remaining 8 hours ‘waking night overtime – over 37 hours’.

## How do I know if my claim has been authorised?

You will be able to check if any submission has been authorised via your ‘MyView History’ section on the left-hand panel of your MyView account.

If authorised, the status will appear as ‘authorised’ in green.

You will also receive an email confirmation of when any request has been authorised. These emails will go to the email address you have set up against your account.



The screenshot shows the 'Form History' page in the MyView system. The left-hand navigation menu includes 'Me', 'My People', 'JENNY System and Analytics Manager', and various sections like 'Dashboard', 'My Details', 'My Pay Documents', 'My Leave / My Claims', 'My Calendar', 'My Expenses', 'My Authorisations', 'My Forms', 'My Delegated Responsibilities', 'My LM Responsibilities', 'My Onboarding', 'My Documents', 'MyView History', and 'My Help'. The main content area has a search bar with 'Keyword Search', 'Date From', and 'Date To' fields. Below the search bar are filters for 'Event Filter' (Absence, Attendance, Contact Details, Employee Changes, Expense Claims, MyForms, Relationship Details) and 'Status Filter' (Authorised, Open, Rejected, Withdrawn). A 'Clear search' button is also present. The table below shows the following data:

Description	Event	Status	Raised Date
Absence (Add): MRS JENNIFER SWIFT, Holiday (02/09/2024 - 13/09/2024)	Absence	Authorised	10 Jun 2024
LEISURE: Undertaking alternative duties	MyForms	Authorised	4 Jun 2024

Below the table, there is a section for 'MyForms' with the following details:

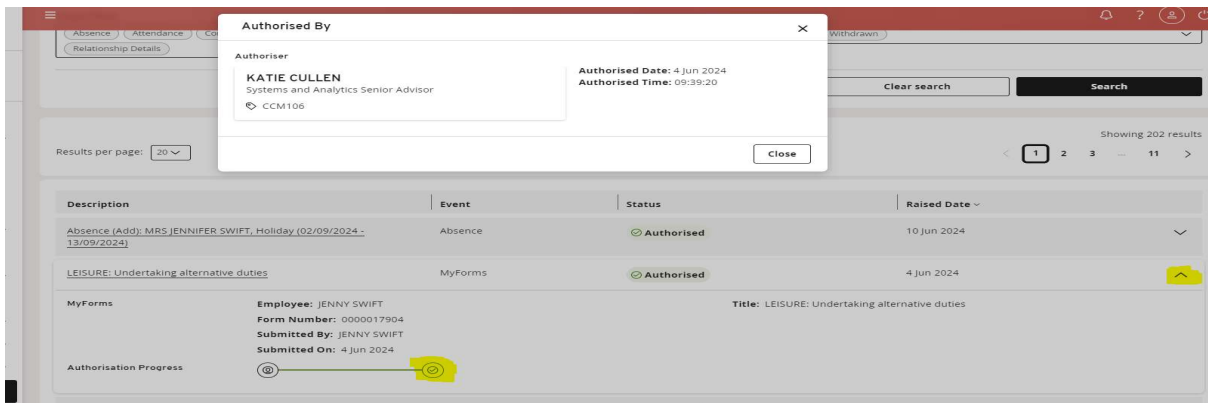
- Employee: JENNY SWIFT
- Form Number: 0000017904
- Submitted By: JENNY SWIFT
- Submitted On: 4 Jun 2024
- Title: LEISURE: Undertaking alternative duties

## How do I check what date my claim was authorised?

By navigating to the ‘MyView History’ section, as above, you will be able to expand on any claim/submission. To do this click on the arrow at the right hand corner of the claim in question.

Then by clicking on the ‘Authorisation Progress’ bar’s green tick, another box will appear to let you know who has approved this and when.





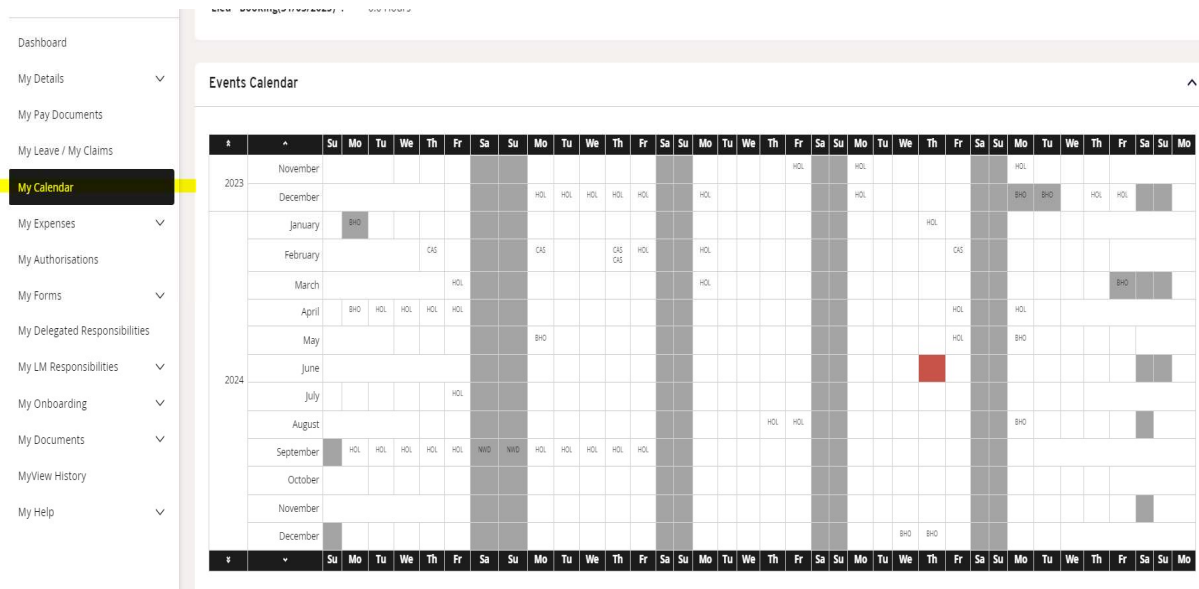
## My claim has been rejected, what do I do?

Your manager should provide you with reason on why your claim had been rejected. These comments will appear in the comments section within your claim. You can then resubmit the claim correctly for approval again.

## Where can I check what I have claimed?

You will be able to check what you have claimed via the 'MyView History' section, your emails which send confirmation of approvals or rejections.

Or you could check in your 'My calendar' view. This will show you an annual picture, of which you can hover over or click on a date to check what you claimed.



## What are the cut off dates for payment?

For monthly paid staff, the cut off date is usually the last Saturday before 11<sup>th</sup> of the month.

For weekly paid staff, it is every Saturday, as long as claims have been approved by the following Thursday.

For monthly paid staff, cut off dates are as follows:



### Overtime & Additional Claim Cut Off Dates

#### Monthly Paid Employees

Any claims submitted and approved before the 10<sup>th</sup> of each month, payments will be processed for claim dates as follows:

**Deadline for authorisation = 10<sup>th</sup> of each month**

Overtime Cut Off Date: (Claims on or before)	Pay Date
Saturday 8 <sup>th</sup> June 2024	Friday 21 <sup>st</sup> June 2024
Saturday 6 <sup>th</sup> July 2024	Monday 22 <sup>nd</sup> July 2024
Saturday 10 <sup>th</sup> August 2024	Wednesday 21 <sup>st</sup> August 2024
Saturday 7 <sup>th</sup> September 2024	Friday 20 <sup>th</sup> September 2024
Saturday 5 <sup>th</sup> October 2024	Monday 21 <sup>st</sup> October 2024
Saturday 9 <sup>th</sup> November 2024	Thursday 21 <sup>st</sup> November 2024
Saturday 7 <sup>th</sup> December 2024	Friday 20 <sup>th</sup> December 2024
Saturday 4 <sup>th</sup> January 2025	Tuesday 21 <sup>st</sup> January 2025
Saturday 8 <sup>th</sup> February 2025	Friday 21 <sup>st</sup> February 2025
Saturday 8 <sup>th</sup> March 2025	Friday 21 <sup>st</sup> March 2025

If you are weekly paid, your manager has copies of cut off dates for your information.

## Who will approve my request?

Supervisors and Duty Managers who are authorised to approve payments will approve your request.

## I don't receive emails confirming that my requests have been authorised.

### What do I need to do?

Check if your email address is held within your MyView dashboard, go to My Details, My Contact Details. If this is incorrect or missing please email [myviewsupport@sthelens.gov.uk](mailto:myviewsupport@sthelens.gov.uk) with the correct email address to be updated.

### **Why am I receiving so many emails to confirm approval or rejection?**

You will receive an email for every submission you make that gets approved or rejected. This gives you an audit trail and information of everything you claim.

### **My manager approved my claim after the cut off date. What happens to this request?**

Your claim will be paid in the next available pay date, usually the next month (if monthly paid).

### **I have submitted my claim late. What happens now?**

Once your manager has approved your claim it will be paid in the next available pay date. Usually the next month (if monthly paid).

### **I have forgotten my password; how do I access?**

If you click forgotten password, you will then receive an email to reset your account.

If you are having issues, please contact [myviewsupport@sthelens.gov.uk](mailto:myviewsupport@sthelens.gov.uk).

### **Can I download MyView on my personal device?**

Yes! You can then access MyView at any time, and submit requests wherever you are.

To download please scan the below QR code.



You may be asked if you have a registration code. If so, please enter **sthelens** (all one word).