

Timesheet Portal

We have pulled together these instructions to advise you as to how our payroll system works for the weeks you are out as a temp.

We use Timesheet Portal, which is an online system. *You should have received your log in details via email. If you have not, please e-mail your consultant. You can also reset your password by clicking the 'forgot your password' link.*



Timesheet Portal can be reached via website (<https://login.timesheetportal.com/>) or via an app (we've included the app logo, left, so you know you've got the right one).

Once you have logged into Timesheet Portal, you will be able to access a Help Guide. This should assist you should you have any queries with regards how to submit your timesheets.

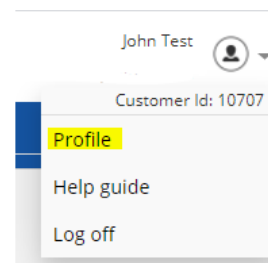
What you need to know

Documents required

To ensure we can process your wages correctly please ensure you have completed:

1. The full section '**Employment Details**' - This can be completed within your Timesheet Portal profile
2. **Bank Details** - These can be completed within your Timesheet Portal account. Please note that users may experience difficulties in adding these in via an App - if this is the case, please use a browser on your mobile device to submit.

To access both above sections please log on to your timesheet portal account, click on the person icon on the top right corner, then click into 'profile' (see image).



Portal temps - If your client requires you to fill in timesheets through their own portal, then it will be your contact there or the portal support team that can help deal with any issues. You can still fill in your timesheets on TSP to make sure they're seen, though this is not necessary.

Holidays - As you work on your assignment, you will accrue holiday hours, at a rate agreed by your client. You can use timesheet portal to request holiday pay through the 'holiday accrual' tab on the portal. You do not need to fill out a timesheet for days you are on leave. When requesting, as payroll is processed a week in arrears, you have to date the holiday for the previous week to the one in which you would like to be paid. Note that the hourly rate is based on averages and does not necessarily equal your jobs hourly rate.

Sickness - **You must make payroll aware of any time off due to sickness.** You can provide a doctor's note or if your absence will be less than 8 days, you can fill out an SC2 form available to be filled out here:

<https://www.gov.uk/government/publications/statutory-sick-pay-employees-statement-of-sickness-sc2>

This will allow payroll to make appropriate arrangements for your SSP. Further details about eligibility, what you'll get, can be found here:

<https://www.gov.uk/statutory-sick-pay>

Before you start

1. Please complete your bank details and employment details pages within your Timesheet Portal profile
2. Please update your HRC Firefish profile with your emergency contact details
3. Please ensure that you are aware of the payroll deadlines and that you follow these each week so that you do not miss a payment

Timesheets

You will see a tab for “My timesheets”, this is where you will submit your timesheets. Make sure you are in the correct week; timesheets are paid one week in arrears so timesheets for the week ending 16/10 would be paid on the following Friday 21/10. The slots work in hours and minutes so you would enter 7:30, not 7.5. You can save your timesheet to leave it as a draft or submit it so it goes to your approver. Notes will not necessarily be noticed as we process timesheets in bulk so if you have anything important, make sure to e-mail payroll@hrcrecruitment.co.uk or tell your consultant.

Helpful deadlines

1. HRC Recruitment’s timesheets - Friday 5pm (and no later than Monday at 9am)
2. HRC Recruitment’s bank details and RTI form - To be completed on or before the day you start your assignment (Deadline 5pm).
3. HRC Recruitment’s holiday requests - Friday 5pm (and no later than Monday at 9am)

Please be aware, failure to complete the above steps may result in you not being processed as part of payroll in the desired time frame. If you have any questions about our payroll procedure, please get in touch with your recruiter or payroll@hrcrecruitment.co.uk

General finance

Payslips and pay - You can expect your payslips by 13:30 on Wednesdays. If you are expecting a payment for the previous week but haven’t received a payslip, it’s worth e-mailing payroll@hrcrecruitment.co.uk. You can expect payments to be entered into your bank account, early on the Friday.

National Insurance & Tax

Your tax code is what will determine how much you get taxed, to calculate this, multiply the number in your tax code by 10 to find out your tax-free allowance. For example, S1257L means you won’t pay tax on earnings below £12570 within the tax year.

National insurance is a separate tax at a rate of 12% of your weekly earnings between £242 and £967 (2023/24) and 2% of your weekly earnings above £967. You are exempt from National Insurance if you are over the state pension age or under the age of 16.

P45s vs P46s

If you have access to a P45 from your most recent employer, this will help you get on the correct tax code more quickly. If not the starter checklist in the employment tab on Timesheet Portal will put you on a temporary tax code until HMRC have your records matched to our system.

Pensions

After 3 months, you will be automatically enrolled onto our nest scheme in which you contribute 5% of your pre-tax pay and we contribute 3% on everything between £120 and £966. If you don’t want this, you can e-mail payroll@hrcrecruitment.co.uk to request to be opted out.

FAQs:

Timesheet portal

What do I do if my timesheet portal login isn’t working? E-mail payroll@hrcrecruitment.co.uk to let us know.

How do I get my details updated? You can update it on your timesheet profile but must also notify payroll, so we know to update it in our payroll software.

What do I do if my timesheet gets rejected? Check if there is a note on the timesheet explaining why, if there is, resubmit the updated timesheet. If not, contact your consultant.

What do I do if I have submitted my timesheet incorrectly? Unless it has already been approved you should just be able to click edit and resend it. If not, contact your consultant and this can be fixed on our end.

What do I do if my approver is on holiday? Contact your consultant and we will try to find an alternative approver.

What do I do if my timesheet hasn't been approved by Tuesday evening? Contact your consultant and we will contact your approver.

What if my employer uses a different portal? You will fill your timesheet on their portal though you can also fill it out on timesheet portal to make sure it's not missed. Any queries about these portals would have to be detailed to the portal support team or to your line manager.

Tax, SSP, holidays and pensions

When do I get paid? You will receive your payslip early Wednesday afternoon and the money will arrive in your account on Friday morning. Pay is processed a week in arrears, eg for your shifts in the week 16/10 - 22/10 you would receive your payslip the following Wednesday - 25/10 and you would be paid on the following Friday 27/10.

What does my Tax code mean? Your tax code shows your tax-free allowance, the number multiplied by 10 is your tax-free allowance, S1257L has a tax free allowance of £12570. A BR tax code is a temporary emergency tax code that you have while HMRC reconciles your records.

Should I be getting taxed as a student? Yes, everyone pays tax regardless of age or occupation.

Why am I receiving a tax refund? This will typically be because you have overpaid tax previously. HMRC base your tax off an estimate for what you will earn for the year and if circumstances change this can lead to them over or underestimating which will then be balanced out in the following pay periods.

What's the difference between a p45 and a p46? A p45 is provided by your previous employer and contains your tax records for the year to date, a p46 is a simple form filled online stating your employment status. A p45 will get you on the correct tax code sooner.

What do I do if I get sick? Provide a doctors note or an SC2 form to payroll@hrcrecruitment.co.uk, your timesheet does not need to be filled out.

When do I get paid? You will receive your payslip early Wednesday afternoon and the money will arrive in your account on Friday morning. Pay is processed a week in arrears.

How do I request holiday? You will see a "holiday accrual" tab on timesheet portal, you can request your pay there. Note that the hourly rate is based on averages and does not necessarily equal your jobs hourly rate.

Who is the pension provider? Our pensions are provided by nest, more can be read about them here: <https://www.nestpensions.org.uk/schemeweb/nest.html>

What is my pension rate? Normal contribution rates are 5% of your pay, and we contribute an extra 3% on everything between £120 and £966 per week.

How do I opt out of pensions? E-mail payroll@hrcrecruitment.co.uk to let us know, the sooner the better as once the money has been sent to nest it will be more difficult to retrieve and you will have to contact nest directly.

We hope that you enjoy being one of our valued HRC temps!