LCC Oracle guidance

Manager Self Service Payment Claims
Including Overpayments/Underpayments

Lancashire
County
Council

Contents

Overview

The following guide takes you through the process of making self-service payment claims on behalf of employees under a manager's hierarchy or authorising claims through Manager Self Service and is aimed at LCC managers. Claims covered include: casual claims, extra work in own post, standby, bank holidays and change of contracted duties.

Additionally the guide will show you what to do in the event of an overpayment, which may have arisen from an incorrect or duplicate claim being made, or an underpayment where the employee has been paid less hours than they worked.

Underpayment may arise where hours have been claimed incorrectly, for example the employee worked 40 hours but entered the hours incorrectly and only claimed 4, or where they forgot to claim for a particular date. Underpayments can be corrected by making an additional claim as explained in the Underpayments section.
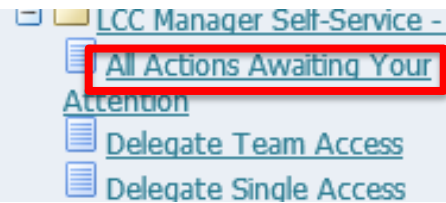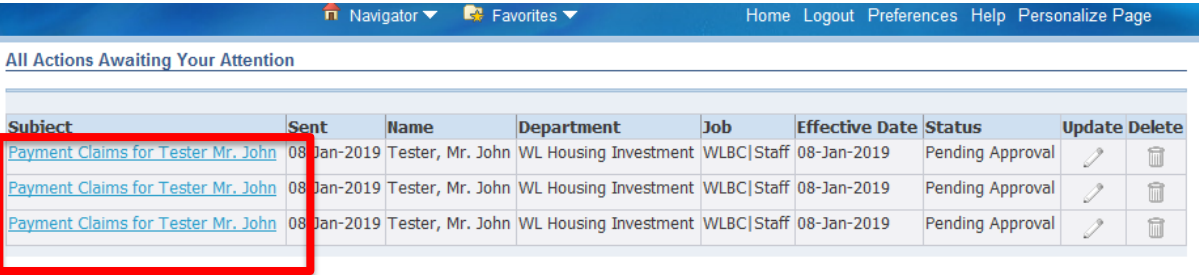
Useful Links

Link to Payroll Deadlines

Link to Understanding Your Pay

Payable Enhancements

Authorising employee claims

This function allows you to approve any payment claims for your team and can be found in **All Actions Awaiting Your Attention**

Tip: Anything actioned / added by employees in your hierarchy/team will also appear in your work list on the your home page (see guide **LCC Oracle Guide - MSS Worklists & Delegating**) and individual claims can be authorised directly form the Worklist

STEP	ACTION
1.	Click on **All Actions Awaiting Your Attention.** LCC Manager Self-Service - All Actions Awaiting Your Attention Delegate Team Access Delegate Single Access
2.	A list will appear with actions that need to be taken on Oracle. Navigator ▼ Favorites ▼ Home Logout Preferences Help Personalize Page **All Actions Awaiting Your Attention** Subject / Sent / Name / Department / Job / Effective Date / Status / Update Delete Payment Claims for Tester Mr. John 08-Jan-2019 Tester, Mr. John WL Housing Investment WLBC|Staff 08-Jan-2019 Pending Approval Payment Claims for Tester Mr. John 08-Jan-2019 Tester, Mr. John WL Housing Investment WLBC|Staff 08-Jan-2019 Pending Approval Payment Claims for Tester Mr. John 08-Jan-2019 Tester, Mr. John WL Housing Investment WLBC|Staff 08-Jan-2019 Pending Approval Home Logout Preferences Help Personalize Page About this Page Copyright (c) 2006, Oracle. All rights reserved.

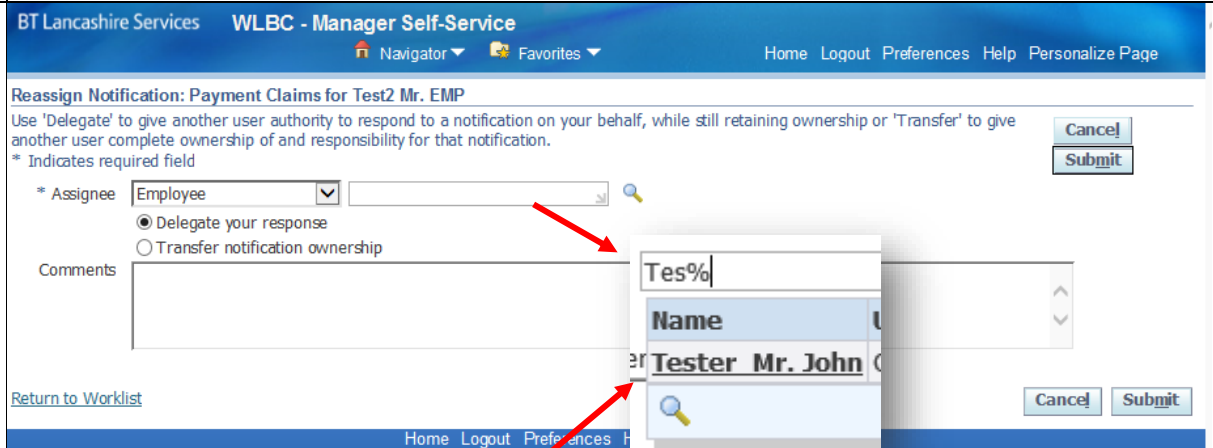|	
3.	Click on the **Subject** to view full details. This will show who the request is from, when it was sent and what it is for.
4.	Check through the details and then choose what to do next. There are a row of options at the top and bottom of the screen to select from: **Approve** – This will accept the new information and commit it into Oracle. **Reject** – This will discard the new information, and a new claim will need submitting. **Reassign** – This will allow the approval process to be forwarded to another manager. **More Information Request** – This will ask the employee to provide additional information. Also, there is the option to **Return For Correction**. This notifies the employee that they need to re-submit the request, you may enter a note in the response field.
5.	If all information is correct, click **Approve.**
6.	The request will be automatically removed from your list of actions.

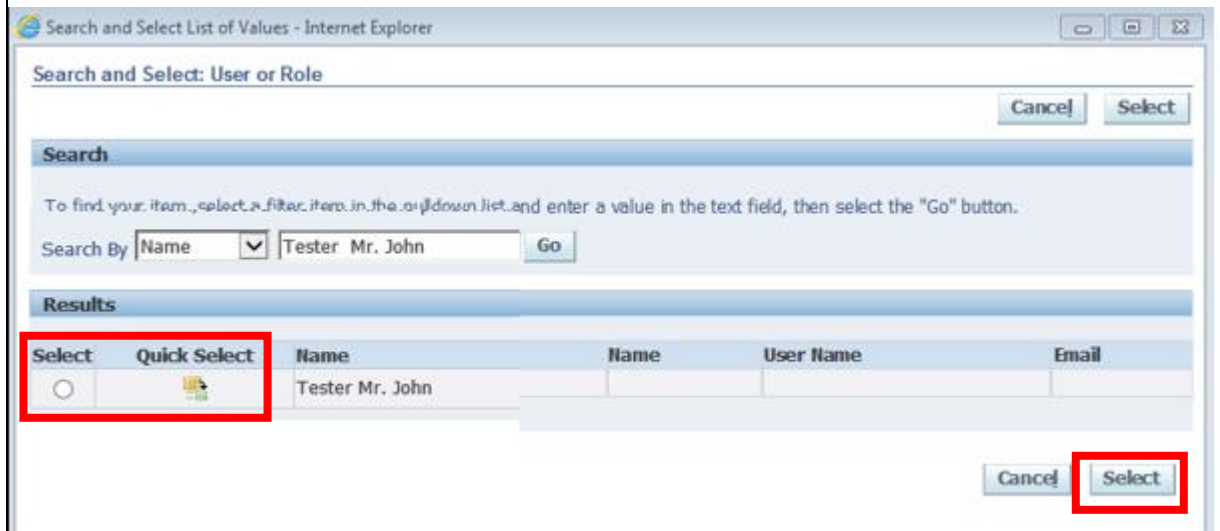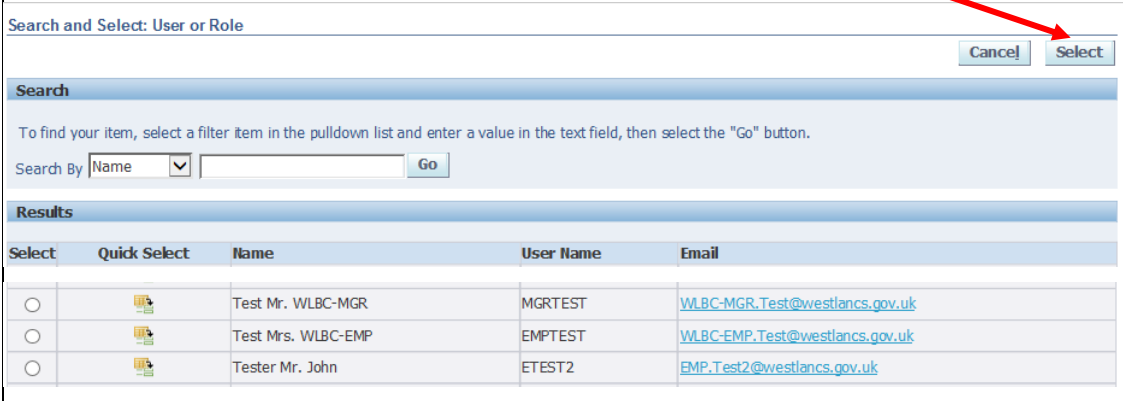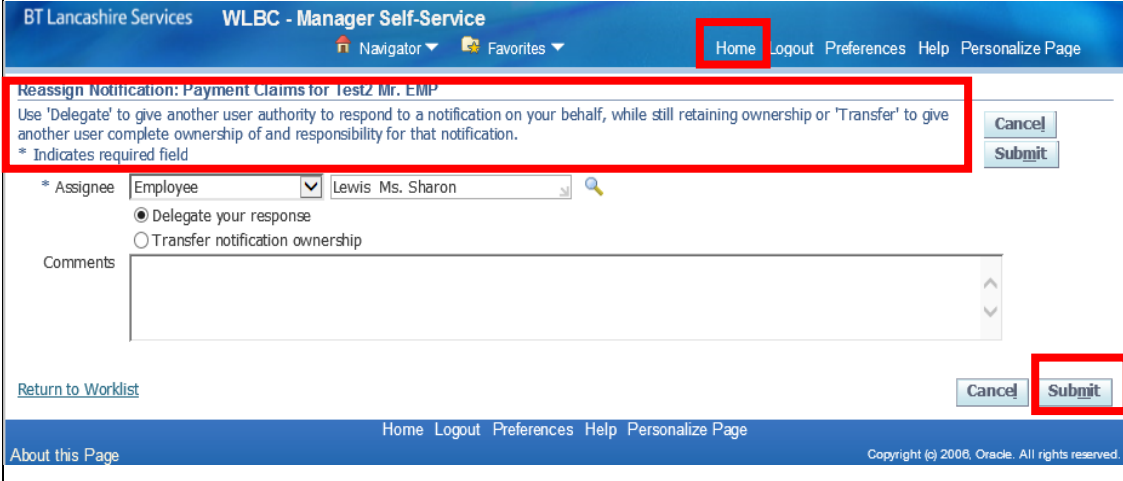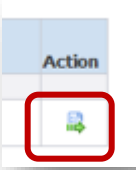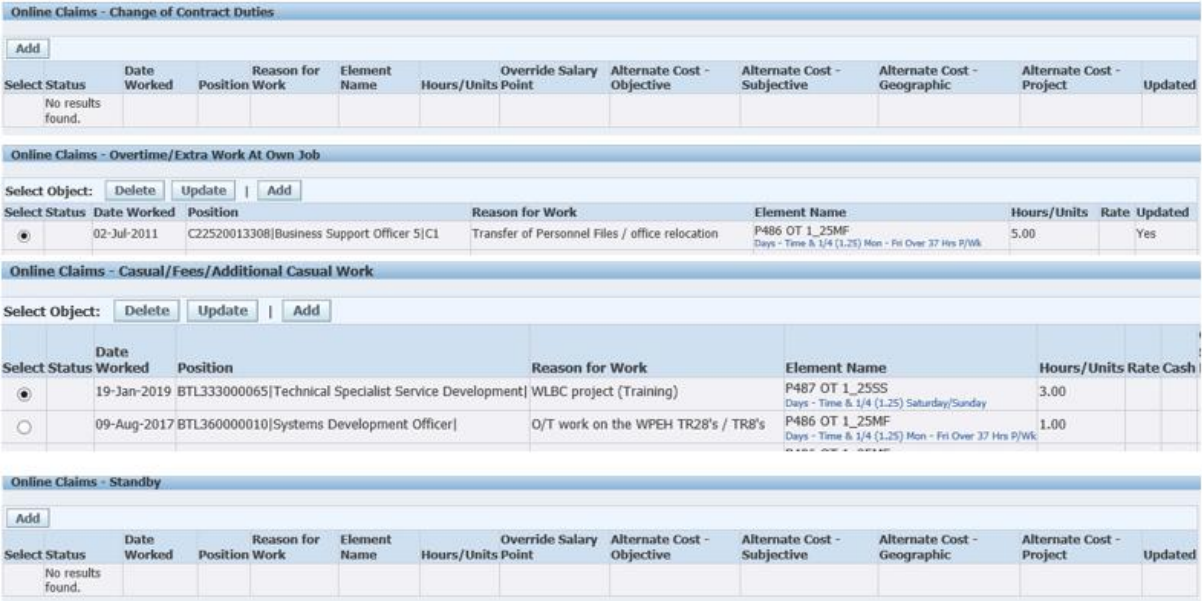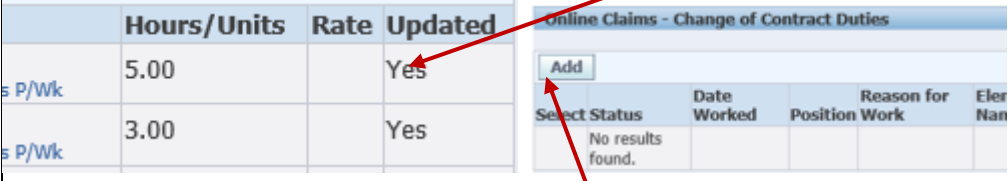|	
	Note: Employees with claims still pending approval after 7 days of submission, are instructed to speak to their manager to discuss. If it has not been approved after 14 days, the employee will need to submit a new request.
7.	You can Reassign the action by clicking on Reassign, the Reassign Notification screen will appear
	If you know the full name of the individual you can search for the name, eg Tester, Mr. Jon Tester
	If you are unsure about the name you can use wild cards eg %
	This can be used as follows: Teste%. As soon as the system acknowledges your input it will try to locate any matches.
8.	Click on the spyglass, the following screen will appear.
	Click on **Go**
	The following screen appears, click on **Quick select** or the **Radio button** then **Select**
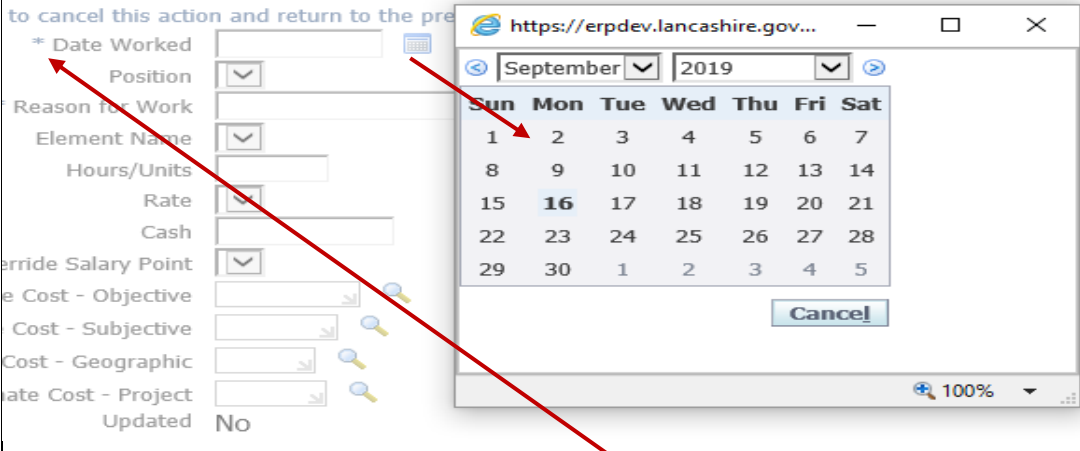
9.	A list will appear, click in the circle next to your selection and click **Select**
10.	You can now choose to **Delegate your response** or **Transfer notification ownership** Further information is shown on the screen to assist with your selection. The 'default' is **Delegate your response.** You can add comments in the box provided. **Tip:** the on screen tip provides guidance for chosing **Delegate response** or **Transfer ownership**
11.	Click **Submit.** The request will be automatically removed from your list of actions and will appear in your chosen delegate's list.
12.	When all requests have been completed, click the **Home** button to return to the **Oracle Applications Home Page.**

Making a claim for an employee

On principle making a claim for a member of staff under a managers hierarchy is exactly the same as making a claim as an employee through Employee Self Service However there is one key difference; when a manager submits a claim on behalf of an employee the claim, once submitted, is immediately authorised.

Note on late claims: To avoid late payment of claims they must be both **submitted** and **authorised** before the month's deadline. For payroll deadlines see link above

STEP	ACTION
1	Once you have logged into Oracle the Applications Home Page will be visible. Under LCC **Manager Self-Service** responsibility click on Self Service Payment Claims. ☐ 📁 LCC Manager Self-Service - E 📄 All Actions Awaiting Your Attention 📄 Delegate Team Access 📄 Delegate Single Access 📄 Accident/Incident Reportin 📄 LCC DBS Information 📄 Ending Employment 📄 Reports 📄 Self Service Payment Claims 📄 Adjust Bank Holiday Paymer 📄 Gifts and Interests ⊞ 📁 My Employee Informatio
2	Select the **employee** from within the hierarchy shown and click on the **Action** button nex their details
3	The form will display 4 options for making online claims Claims screen

Step 2 table:

Focus	Name	Assignment Number	Primary	Job
	☐ Bert, Mr. Parallel			
	Tester, Mr. John	6043323	Yes	

Action

Step 3 – Online Claims - Change of Contract Duties

Select	Status	Date Worked	Position	Reason for Work	Element Name	Hours/Units	Override Salary Point	Alternate Cost - Objective	Alternate Cost - Subjective	Alternate Cost - Geographic	Alternate Cost - Project	Updated
	No results found.											

Add

Online Claims - Overtime/Extra Work At Own Job

Select Object: Delete | Update | Add

Select	Status	Date Worked	Position	Reason for Work	Element Name	Hours/Units	Rate	Updated
●		02-Jul-2011	C22520013308|Business Support Officer 5|C1	Transfer of Personnel Files / office relocation	P486 OT 1_25MF Days - Time & 1/4 (1.25) Mon - Fri Over 37 Hrs P/Wk	5.00		Yes

Online Claims - Casual/Fees/Additional Casual Work

Select Object: Delete | Update | Add

Select	Status	Date Worked	Position	Reason for Work	Element Name	Hours/Units	Rate	Cash
●		19-Jan-2019	BTL333000065|Technical Specialist Service Development|	WLBC project (Training)	P487 OT 1_25SS Days - Time & 1/4 (1.25) Saturday/Sunday	3.00		
○		09-Aug-2017	BTL360000010|Systems Development Officer|	O/T work on the WPEH TR28's / TR8's	P486 OT 1_25MF Days - Time & 1/4 (1.25) Mon - Fri Over 37 Hrs P/Wk	1.00		

Online Claims - Standby

Add

Select	Status	Date Worked	Position	Reason for Work	Element Name	Hours/Units	Override Salary Point	Alternate Cost - Objective	Alternate Cost - Subjective	Alternate Cost - Geographic	Alternate Cost - Project	Updated
	No results found.											

4	Any claims already made or paid will be displayed on this screen in date order, with the most recent first and will display the position the employee worked in at the time of the claim. In the **Updated** column claims will show **Yes** to indicate if they have been processed or paid or **No** if they are still awaiting processing or payment. To add a new payment claim click on the **Add** button
5	This screen allows you to input a claim, either claims for casual work or claims for contracted staff, claiming extra in their own role. Click on the **Calendar** Icon and select the correct **Month** and **Year** by using the drop down arrows, click on the **date.** You must complete each field marked with an asterisk* Click on the arrow in the **Position** field - this will list all positions. Select the position that is relevant for the work undertaken. Enter the reason for the work, e.g. to cover for an absent colleague or to clear a backlog of work. Please note that it is important that the right date is inputted as this will have an impact on the rate of pay relevant to that date e.g. the rate of pay might have increased after certain dates etc.
6	Click on the arrow in the **Element Name** field and a list of the available pay elements will appear, (these are the claim types). Below is an example of the claim types available in the pull down lists for each type. **Tip**: If the type of claim you need doesn't seem to be available you may have clicked on the wrong section, just try the alternative section clicking **Add** and re-check the list of claim types available.

Casual / Fees / Additional Casual Work   Overtime / Extra Work in own post

Please Note: claim types may also vary dependant on job role

Click on the claim type (element). Enter the number of hours you wish to claim in hours and decimals, eg. Claiming three and a quarter hours would be: 3.25

To convert Minutes to Decimals – divide the total number of minutes by 60

E.g. 30 minutes = 30minutes/60minutes = 0.50 decimal

6 minutes = 0.1 decimal

15 minutes= 0.25 decimal

Note: Some pay elements work differently for example Sleeping In Allowance (P382). You must enter the number of nights you are claiming, e.g. enter **1** in the hours/units for one night's Sleep In.

The **Rate** should only be used if the element selected says "Enter Rate" otherwise leave blank. Use the drop down arrow to see the selections available. Please ensure hours or units are entered. When you have entered all the details, click **Apply**

For further information about each input field, see the Claiming Standby section

7	The new claim will be listed in the relevant section. You may need to scroll down to the last entry to view the new claim. You may submit a claim for work already undertaken at any time. Any claim submitted and approved before the deadline will be paid that month. **Tip:** You may find it easier to add all claims for a particular month in one go. Just click on the **Add** button to keep adding further claims. This will mean that you submit all claims together.
8	To enter new claims always use the **Add** button. The **Update** button should only be used to make corrections to a claim before the payroll deadline. Once you have entered all the claims click on **Next.** You can now review the details. Click **Submit,** your claim/s will be submitted.

9	You will receive a confirmation that your changes have been submitted. Under a managers responsibility the claim will be authorised immediately and the employee will be notified accordingly. The authorised claim will now appear in the list of claims (on the claims screen) for the employee. Click on the **Home** button to return to the homepage. **Note**: Once claims have been submitted, unlike Employee Self Service submissions they will be authorised immediately, and unlike employee submissions notices for these claims won't appear in your worklist. The Claim will appear on the employees claims screen. Below shows examples of the update status for claims. Any claims already made or paid will be displayed on this screen in date order, with the most recent first and will display the position you worked in at the time of the claim. In the **Updated** column claims will show **Yes** to indicate if they have been processed or paid or **No** if they are still awaiting processing or payment.
10	Task complete
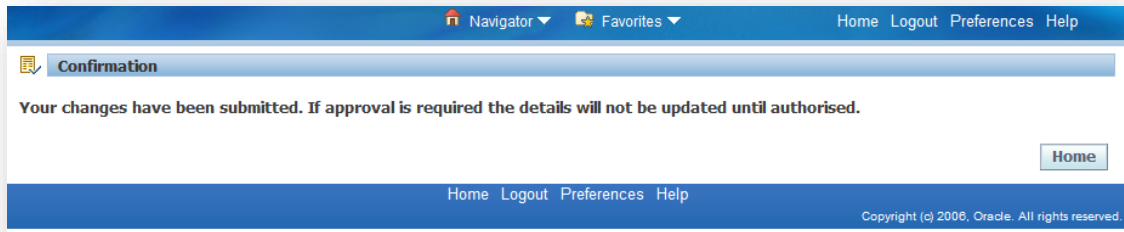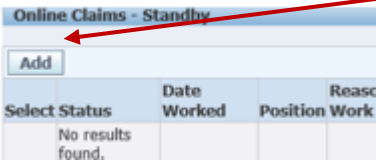
Claiming Standby

1	This claim form must only be used by employees claiming **standby** or for **callouts whilst on standby. Employees graded above SCP 48 or equivalent will not be eligible to receive standby payments**
2	On the claims screen click the **Add** button to start inputting a claim. **Date Worked** – enter by either by directly inputting the date or clicking on the calendar function next to the box **Position** - choose position the claim is against, multiple positions will be available for those with more than one job **Reason for Work** – enter details for the additional work, can include any detail to assist with approval of the claim **Element Name** is displayed once the above fields are completed. Select the element for the type of payment required **Hours/Units -** This is always entered as a decimal value and is related to the element selected. Enter the number of hours or units worked as follows: **Standby claims** - always enter the units (P332 = 1 unit per full week). Also see Payment claims – Types **Callouts** - always enter the actual hours worked (no minimum payment) **Override Salary Point -** This normally only applies if the employee is working in a post which is different to the post selected above. The payments will normally be based on the employee's salary. Select the appropriate spinal column point from the drop down list if a different salary is payable. **Alternate Cost-Objective** - This field is not used unless the additional payment should be charged to a different budget. Use the search window (magnifying glass) to search for

and select the alternate objective as appropriate. Please ensure that you have approval for this action.

Alternate Cost-Subjective - This field is not used unless the employee has worked at a different post. Use the search window (magnifying glass) to search for and select the alternate subjective as appropriate. Please ensure that you have approval for this action.

Alternate Cost Geographic / Project - Not used.

Apply - Review the details and when complete, click on the Apply button.

The grid below provides guidance for the claim types:

Enhancements for Extra Duty and Overtime		Rates Only Applicable to Call Outs While on Standby	
		Under 37 Hours	Over 37 Hours
Monday - Friday	Day	1.00 P614	1.25 P615
Monday - Friday	Night	1.25 P617	1.5 P618
Saturday - Sunday	Day	1.33 P616	1.33 P616
Saturday - Sunday	Night	1.5 P619	1.5 P619

Bank Holiday Adjustments

In oracle we can input bank holiday adjustments to reflect the payment of bank holidays to those employees working part time and working 5 days per week or more. This is done through the "**Self-Service Other Payment Claims**" function

For further information on Bank Holiday Entitlement click the following link:

Intranet Bank Holiday Entitlement

STEP	ACTION
1	Once you have logged into Oracle the Applications Home Page will be visible. Under the Manager Self-Service or **LCC Self-Service Administrator** responsibility click on Self Service Other Payment Claims Oracle Applications Home Page **Main Menu** Personalize ☐ LCC Manager Self-Service All Actions Awaiting Your Attention Delegate Team Access Delegate Single Access Work Incidents Ending Employment Reports Self Service Payment Claims Self-Service Other Payment Claims You will now see the employees in your hierarchy. Select the employee you wish to received the bank holiday adjustment by clicking on the action button against the employees name **LCC Manager Self-Service** Navigator ▼ Favorites ▼ Home Logout Preferences Help Name [____] Go Advanced Search My List Self-Service Other Payment Claims: People in Hierarchy | Focus	Name	Assignment Number	Job	Position	Department	Action	Details
---	---	---	---	---	---	---	---
	☐ Smithson, Mr. Alan						
	Jonas, Mrs. Marion	6008425	Operational|Business Support	L05RC046P020|Business Support Officer 4|B1	L05rc046 Woodlands		
	Williamson, Miss Claire	6008426	Operational|Business Support	L05RC046P020|Business Support Officer 4|B1	L05rc046 Woodlands			 Home Logout Preferences Help Copyright (c) 2006, Oracle. All rights reserved.

2	Click the **Award New Compensation** button Select from the pull down menu **Bank Holiday Adjustment Information**
3	Enter the details of the claim including: • The date worked • Whether the employee was due to work (normal rota) • How many hours they were rota'd to work • How many hours they actually worked • Whether is was a day or night shift You can only select bank holidays occurring in the last three months. If you need to submit older claims contact the Payroll Team.

	Please note: the effective date will default to today's date. If you are entering a claim at a point in the month where the claims deadline has already passed, you will need to change the effective date to the first day of the coming month. Click **Apply** to continue To add more claims for the same employee click **Award New Compensation and** follow steps 2-3.
4	You can now see the details fo the claim submitted Click next to continue
5	You will now see a summary of the claims made for this employee. You can save the claims for later, or, continue to submit the claims by clicking the **Submit** button
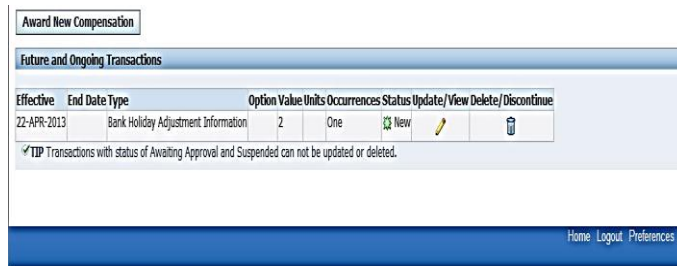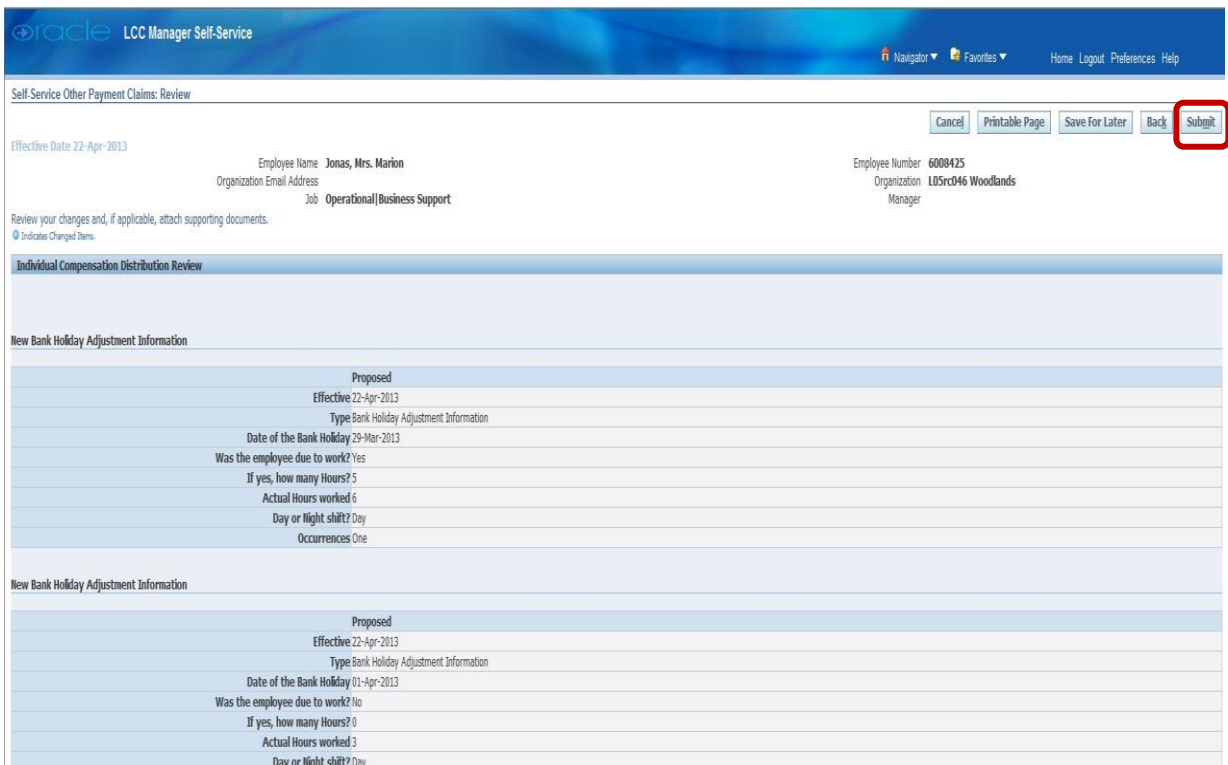
6	The claims will now show as processed and have been submitted for processing by Payroll. If you wish to Update/View or Delete the claim you can do so by selecting the Appropriate button Clcik **Home** to return to the home page
7	Task complete
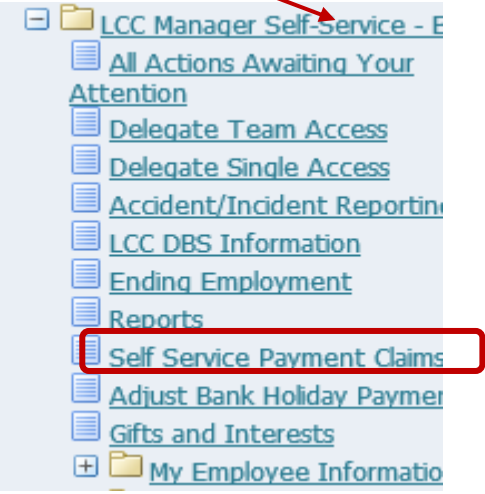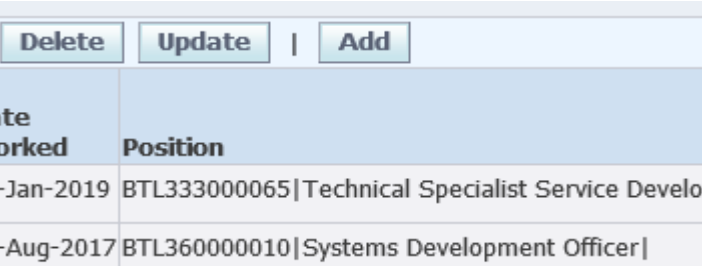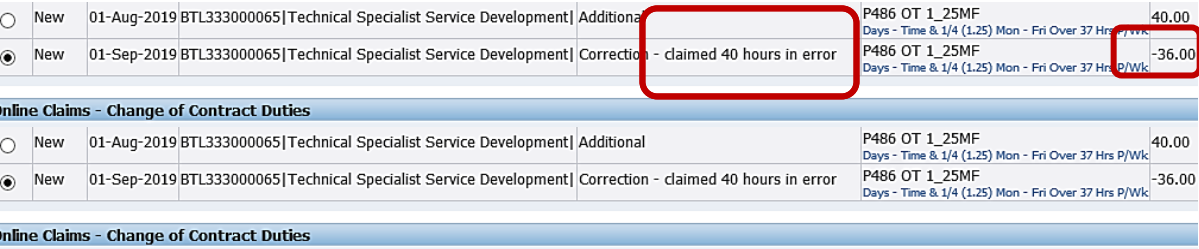
Overpayment as a result of a Claim

If an employee has been overpaid due to an erroneous claim the hours can be deducted from their pay for the following month. If the amount of overpayment is too great to be recovered in one month you must contact payroll to ask for the repayment to be made in instalments.

If the employee is a casual worker and has no further payments due you must contact payroll to arrange for an alternative method of repayment.

Overpayment may arise where a claim has been made incorrectly, for example the employee has worked 4 hours but entered the hours incorrectly and mistakenly claimed 40, or has made a duplicate claim, and for example they claimed for the same day twice. If their claim was authorised before the mistake was noticed then the incorrect hours will be paid and you (or the employee) will have to make an adjustment as shown below. You should always check payment claims before authorisation to identify errors. It is both the responsibility of an **employee** when claiming and a **manager** when authorising to ensure claims are made and paid correctly.

STEP	ACTION
1	Once you have logged into Oracle the Applications Home Page will be visible. Under the LCC Manager Self-Service responsibility click on Self Service Payment Claims.
2	Go to the appropriate section, e.g. overtime or standby. This form should be checked by the employee each month to confirm payments have been made correctly. The employee's original incorrect claim will be displayed here. In this example, 40 hours have been claimed incorrectly as only 4 hours were worked on this date therefore the overpaid hours need to be recovered. Once a claim has been transferred into Payroll (i.e. the Updated column is Yes), it cannot be amended or deleted so to recover the hours, you must enter a minus claim as indicated in the next steps.
3	Click on **Add** to make a new claim to correct the mistake.
4	Complete the form as on original claim (same dates etc.) but deduct the hours claimed incorrectly by entering a minus sign before the hours (36 hours). Enter reason worked as reason for correction. See example below:
5	Click on Apply and check details before submitting The overpaid hours will be deducted from the employee's next pay.

> **NB - If you do not enter a minus sign the hours will be paid again instead of being deducted.**

Underpayments

If hours have been underpaid simply **Add** a new claim to claim the missing hours. For example, if the employee has paid 2 hours instead of 20 hours, you need to make an additional claim for 18 hours, using same dates and details as original claim. If they have omitted to claim for a particular date, simply add a new claim for that day. There is a comments box on the Submission page where you can explain why you are claiming additional hours or making a late claim.

Extra Information Type	
Online Claims - Overtime/Extra Work At Own Job	
	Proposed
Updated	No
Date Worked	04-Sep-2019
Position	BTL333000065|Technical Specialist Service Development|
Reason for Work	Test
Element Name	P440 EX CAS 1_00
Hours/Units	1.00
Additional Information	
Comments to Approver	

Other possible reasons for over/underpayment:

- Incorrect rate claimed – deduct original claim and reclaim at correct rate
- Incorrect element used - deduct original claim and reclaim using correct element
- Time claimed in hours and minutes instead of using decimals – e.g. employee worked two and a half hours and claimed 2.30 instead of 2.50. They are owed 0.20 hours. Make a new claim for 0.20 hours.
- Claims being input and authorised twice – deduct duplicate hours

Casuals

If the employee is a casual worker and not due for payment in the next pay period, you should contact Payroll to arrange repayment via Payroll & Recruitment

Large Overpayments

If the overpayment is too big to be recovered in one go then you must contact your manager who may arrange for the repayment period to be extended or will arrange recovery separately by Payroll & Recruitment.

Hints & Tips

Inputting Payment Claims

1	Use the Oracle self-service system to claim for additional payments online. Employees should input their own claims and submit for approval. In exceptional circumstances, a manager may input claims on behalf of their employees. *LCC Employee Self Service*: - Select **Self Service Payment Claims** from the menu *LCC Manager Self Service*: - Select **Self Service Payment Claims** from the menu and click the **Action** button for the relevant employee. Select the appropriate payment claim.

Payment Claims General Information

1	Please remember that Oracle calculates in hours and decimals so any payment claims should always be entered using decimals. For example, if you are claiming overtime for four and a half hours you should claim 4.50 and not 4.30.
2	Do not claim in advance; claims must be made only after the work is completed. a. Claims submitted and approved by the payroll deadline date are paid that month. b. Submit claims for work completed in one month before the deadline in the next month. For example, for work completed in February, submit the claim by the March deadline.
3	With manager agreement, you may enter a claim for a full week or month and enter the week ending or month ending date.
4	**Submit claims promptly**. Do not submit claims for more than one calendar month at a time. a. For casual employees, this may cause payment to be incorrect and pension contributions to be calculated in the wrong band. b. Income Tax and National Insurance allowances are given for one month only so deductions will be correct but won't be spread across the claims period
5	Ensure payment claims for employees **leaving or transferring** are input and submitted by their last working date. a. Managers will not be able to view employee records after the **date of transfer**. b. Managers may not be able to view and will not be able to input claims after the **leaving date**. c. **Terminations**; claims can be input and paid up to 2 months after leaving date but **only** if input by the employee. d. Claims paid after the P45 is issued will be taxed at basic rate. e. Ensure claims are dated correctly i.e. before the date of termination. f. If an employee works after the date of termination, they must be set up as a new appointment.

6	When making a new payment claim always use the Add button, not the Update button. The Update button should only be used to make corrections to a claim before the manager's authorisation deadline. To make a new claim you should always use the Add button See "Making a Claim" step 2
7	Please note that if you try to update a claim that has already been paid, the system will not action this change. To make a correction to a claim that has already been paid, for example if an employee claimed too many hours have been claimed, you should make a new claim and enter a minus amount to deduct the hours you have been overpaid. Refer to Overpayments on page 8
8	For Cash claims always enter the total amount payable a. The Cash field should only be used if the element selected says "Enter cash", for example for Invigilation, 1-1 tuition or Booster Classes. b. The total amount payable should be entered. For example, if you have worked 5 sessions of 1-1 tuition at £25 per session you should claim the total of £125.
9	Teachers should **not** claim additional hours on element P440. Teachers claiming additional hours should use one of the following elements: a. P336 (Teachers' Hours) b. P376 (Teachers' Hours including SEN) c. P337 (Teachers' Days) d. P377 (Teachers' Days including SEN)

Payment Claims Table - Payment Types

Below is a guide to the different payment claims and what the different elements are used for on Oracle Self Service, the most commonly used elements are at top then the rest appear in numerical order. You should refer to the guidance on the intranet in respect of **Payable Enhancements**

Online Claims - Casual/Fees/Additional Casual Work	Teachers use this section for claiming supply work or additional work on elements P336/P337. Non-Teaching Staff use this section for claiming extra/additional casual work in a different role. This section is also used for cash payments and management committee (School Club) employees.
Online Claims - Change of Contract Duties	This section is **only** used where employees have worked in a different role instead of their own.
Online Claims - Overtime/Extra Work at Own Job	This section is for Non-Teaching Staff **only** and is used for part-time employees who have worked extra hours in their own job or full-time staff who have worked overtime (over 37 hours).

Online Claims - Standby	Used for claiming standby duties and Call Out payments, not to be used by School employees.

Payment Type/Elements Table

Element	Use
P301	Used for Non-Teaching Staff to claim Basic pay when a role has been undertaken instead of their normal contracted role. This element is usually used in conjunction with a plus and minus claim
P336	Used for Teacher's claiming hours
P337	Used for Teacher's claiming days
P440	Used for Non-Teaching Part-Time Staff claiming extra hours Mon – Fri up to 37 hours per week
P467	Used for claiming invigilation, a total cash amount must be entered in the cash field
P499	Used to claim Senior Midday Supervisors work, a rate must be entered in the rate field
P532	Used for claiming booster classes/ 1:1 tuition/Management Committee (School Clubs)
P319	Used for Non-Teaching staff as weekend enhancement (if worked as part of rota)
P323	Used for Non-Teaching staff who have worked a bank holiday as part of rota
P324	Used for Non-Teaching staff who have worked a bank holiday in addition to rota/overtime
P332	Standby Payment - Weekly
P333	Standby Payment - Daily
P334	Standby Payment – Additional Bank Holiday Payment
P338	Sessional Fee - Pensionable
P364	Weekend Days
P365	Weekday Nights
P366	Weekend Nights
P381	Split Duty
P382	Sleeping In (Pensionable) if done as part of rota or contractual arrangement
P398	Young People's Service - Pensionable
P399	SEN (Enter rate)
P431	Used for Non-Teaching staff claiming extra hours Mon – Fri up to 37 hours per week in a higher graded post
P437	Bank Holiday – Days (Casual Employees)
P457	Bank Holiday – Nights (Casual Employees)
P459	Clerk to Governors – Cash amount
P486	Used for Non-Teaching staff claiming extra hours Mon – Fri for work done over 37 hours (days)
P487	Used for Non-Teaching staff claiming on a Saturday or Sunday (days)
P488	Used for Non-Teaching staff claiming extra hours Mon – Fri up to 37 hours per week (nights)
P489	Used for Non-Teaching staff claiming extra hours Mon – Fri for work done over 37 hours (nights)
P490	Used for Non-Teaching staff claiming on a Saturday or Sunday (nights)
P498	Split Duty (Casual Employees)
P503	Sleeping In not part of rota or contractual arrangement
P508	Honorariums – Cash Amount (Payable to School Support Staff Only)

P538	Travel Expenses – Cash Amount – Taxable, NI able
P544	Young People's Service
P545	Sessional Fee
P551	Lecture fee – Cash amount – Taxable, NI able
P576	Leave without pay
P614	Callout – Days, Mon – Fri up to 37 hours per week
P615	Callout – Days, Mon – Fri over 37 hours per week
P616	Callout – Days, Saturday or Sunday
P617	Callout – Nights, Mon – Fri up to 37 hours per week
P618	Callout – Nights, Mon – Fri over 37 hours per week
P619	Callout – Nights, Saturday or Sunday
P620	Callout – Bank Holidays
P693	Personal Expenses