

LCC Oracle guidance

Manager Self Service Payment Claims Including Overpayments/Underpayments



www.lancashire.gov.uk

Contents

<u>Overview</u>	2
Authorising Employee Claims	3
Making a claim on behalf of an employee	6
Claiming Standby	11
Bank Holiday Adjustments	13
Overpayments as the result of a claim	16
<u>Underpayment</u>	18
<u>Casuals</u>	18
Large Overpayments	18
<u>Hints & Tips –</u>	19
Inputting Payment Claims	19
Payment Claims general information	19
Payment Claims Table – Payment Types	20

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 <u>Underpayments section</u>.

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

ΈP	ACTION									
	Click on All Actions Awaiting Your Attention.									
	LCC Manager Self-Service -									
L.	All Actions Awaiting Your									
	Delegate Tea	m Acces	SS							
	Delegate Sing		_							
	A list will appear with actions that need to be taken on Oracle.									
	A list will appear with	actions	that	need	to be taken or	n Oracle	2.			
	A list will appear with	actions		_	to be taken or ^{vorites} マ			nces Help Perso	onalize F	Page
	A list will appear with All Actions Awaiting Your Attentio	🛱 Navi		_				ences Help Perso	onalize F	age
	All Actions Awaiting Your Attentic	n Navi	gator 🔻	_	vorites 🔻	Home	Logout Prefere			
		n Navi	gator 🔻	Ge Fa	vorites 🔻 Department	Home	Logout Prefere			Page Delete
	All Actions Awaiting Your Attentio	n Sent 08 Jan-2019	gator 🔻 Name Tester, I	Gr. John	vorites ▼ Department WL Housing Investment	Home Job WLBC Staff	Logout Prefere Effective Date 08-Jan-2019	Status	Update	Delete
	All Actions Awaiting Your Attention Subject Payment Claims for Tester Mr. John	n Sent 08 Jan-2019	gator ▼ Name Tester, I Tester, I	Rave Fave Annalder An	vorites ▼ Department WL Housing Investment WL Housing Investment	Home Job WLBC Staff WLBC Staff	Logout Prefere Effective Date 08-Jan-2019 08-Jan-2019	Status Pending Approval	Update	Delete
	All Actions Awaiting Your Attention Subject Payment Claims for Tester Mr. John Payment Claims for Tester Mr. John	n Sent 08 Jan-2019	gator Name Tester, I Tester, I Tester, I	→ Fav Mr. John Mr. John Mr. John	vorites ▼ Department WL Housing Investment WL Housing Investment	Home Job WLBC Staff WLBC Staff WLBC Staff	Effective Date 08-Jan-2019 08-Jan-2019 08-Jan-2019	Status Pending Approval Pending Approval	Update J J	Delete

	ft.	Navigator 🔻 👒 Fa	vorites 🔻	Home	Logout Pre	ferences Help Personalize Page	
Payment Clai	ms for Test2 Mr. EMP		_				
To Mai Sent 08-	t2 Mr. EMP nager1 Mr. Parallel Jan-2019 13:06:04 834789	Attachments		Approve Reject	Reassig	More Information Reques	
Summary							
<u>Personalize</u>	Stack Layout: (SummaryCo Employee Name Te Employee Number 60	st2, Mr. EMP				EMP.Test2@westlancs.gov.uk Lancashire County Council	
Indicates Chan	ack Layout: (ReviewRN) ged Items. ack Layout: (ReviewRN.HrReview	vTablesRN)					
Extra Inform	nation Type						
Online Claims	- Casual/Fees/Additional C	asual Work					
	р	roposed					
	Date Worked 0	3-Jan-2019 /L020020320002 Req	operation Building	Suprovori			
	Reason for Work			g Surveyor j			
	Element Name P Hours/Units 1	_					
	Updated N						
Action Histo	ory						
Sequence	Name	Action	Date		Notes		
1 2	Tester Mr. John Bert Mr. Parallel	Submit Pending	08-Jan-2019 1	13:04:12			
3	Manager2 Mrs. Parallel	Pending					
Related Ap	plications						
🖹 Roturn E	or Correction						
<u>Iteturi i</u>							
Response							
	Note					^	
Chack th	rough the dotail	and than	chooco w	hat ta da n	ovt Th	ere are a row of o	
	pottom of the scr				ext. II		
top and i							
Approve	 This will accep 	t the new ir	nformatio	n and comr	nit it ir	to Oracle.	
Reject –	This will discard t	he new info	ormation	, and a new	claim	will need submittin	
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							
iviore int	ormation Reque	st – This Wil	ll ask the	employee t	o provi	de additional infor	
Also <i>,</i> the	re is the option t	o Return Fo	or Correc	tion . This no	otifies	the employee that	
re-submi	t the request, yo	u may ente	r a note i	n the respo	nse fiel	d.	
		-		•			
11 all 1110	rmation is correc	i, click App	iove.				
Appro	ve						
The requ	est will be autom	natically ren	noved fro	om your list	of actio	ons.	

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

Reassign Noti	ication: Payment	Claims for Test2 Mr. EMP			
	mplete ownership o	authority to respond to a noti of and responsibility for that no		still retaining ownership or 'Trar	Submit
* Assignee		response	Q (1		
Commonte	⊖ Transfer notific			2	
Comments			Tes	· .	\sim
	J		er Tes	ter Mr. John	
<u>Return to Work</u>	list				Cance! Sub <u>m</u> it
		Home Log	gout Preferences H		
		G.1			-
IT YOU KNO	ow the full i	name of the indiv	lidual you can sea	arch for the name,	eg Tester, Mr. Jon
If you are	e unsure ab	out the name yo	u can use wild ca	ards eg %	
				0	
		follows · Tosto%	As soon as the sy	/stem acknowledg	es your input it will
This can	be used as	1010003. 1030070. 1		0	
	be used as y matches.				
locate an	y matches.			_	
locate an	y matches.			_	
locate an	y matches. he spyglas:			_	
locate an Click on t Click on	y matches. he spyglas: Go	s, the following so	creen will appea	r.	then Colort
locate an Click on t Click on	y matches. he spyglas: Go	s, the following so	creen will appea	_	then Select
locate an Click on t Click on The follo	y matches. he spyglass Go wing scree	s, the following so	creen will appea	r.	then Select
locate an Click on t Click on The follo	y matches. the spyglass Go wing screet	s, the following so n appears, click o	creen will appea	r.	
locate an Click on t Click on The follo	y matches. he spyglass Go wing scree	s, the following so n appears, click o	creen will appea	r.	
locate an Click on t Click on The follo	y matches. the spyglass Go wing screet	s, the following so n appears, click o	creen will appea	r.	
locate an Click on t Click on The follo	y matches. the spyglass Go wing screet	s, the following so n appears, click o	creen will appea	r.	
locate an Click on t Click on The follo Search an Search an	y matches. the spyglass GO wing screet d Select List of Val d Select: User of	s, the following so n appears, click o ues - Internet Explorer or Role	creen will appea on Quick select o	r.	Cancel Select
locate an Click on t Click on The follo Search an Search an Search an	y matches. the spyglass Go wing screen d Select List of Val d Select: User of war, item., celect.a.	s, the following so n appears, click o ues - Internet Explorer or Role	creen will appear on Quick select of	r. r the Radio buttor	Cancel Select
locate an Click on t Click on The follo Search an Search an Search an	y matches. the spyglass Go wing screen d Select List of Val d Select: User of war, item., celect.a.	s, the following so n appears, click o ues - Internet Explorer or Role	creen will appea on Quick select o	r. r the Radio buttor	Cancel Select
locate an Click on t Click on The follo Search an Search an Search an	y matches. the spyglass Go wing screen d Select List of Val d Select: User of war, item., celect.a.	s, the following so n appears, click o ues - Internet Explorer or Role	creen will appear on Quick select of	r. r the Radio buttor	Cancel Select
locate an Click on t Click on The follo Search an Search an Search an Search B Results	y matches. the spyglass GO wing screen d Select List of Val d Select: User of w.r. item _select.a. Name	s, the following so n appears, click o ues - Internet Explorer or Role Fitter, item. in. the. or Jidowon [Tester Mr. John	creen will appea on Quick select of	r. r the Radio buttor e text field, then select the "	Cancel Select
locate an Click on t Click on The follo Search an Search an Search B	y matches. the spyglass Go wing screen d Select List of Val d Select: User of war, item., celect.a.	s, the following so n appears, click o ues - Internet Explorer or Role fitter, itero. in the suffdown [Tester Mr. John Name	creen will appear on Quick select of	r. r the Radio buttor	Cancel Select
locate an Click on t Click on The follo Search an Search an Search an Search B Results	y matches. the spyglass GO wing screen d Select List of Val d Select: User of w.r. item _select.a. Name	s, the following so n appears, click o ues - Internet Explorer or Role Fitter, item. in. the. or Jidowon [Tester Mr. John	creen will appea on Quick select of	r. r the Radio buttor e text field, then select the "	Cancel Select
locate an Click on t Click on The follo Search an Search an Search an Search B Results	y matches. the spyglass GO wing screen d Select List of Val d Select: User of w.r. item _select.a. Name	s, the following so n appears, click o ues - Internet Explorer or Role fitter, itero. in the suffdown [Tester Mr. John Name	creen will appea on Quick select of	r. r the Radio buttor e text field, then select the "	Cancel Select
locate an Click on t Click on The follo Search an Search an Search an Search B Results	y matches. the spyglass GO wing screen d Select List of Val d Select: User of w.r. item _select.a. Name	s, the following so n appears, click o ues - Internet Explorer or Role fitter, itero. in the suffdown [Tester Mr. John Name	creen will appea on Quick select of	r. r the Radio buttor e text field, then select the "	Cancel Select

	1						
	A list will Search and Se	••		e next to your s	election and click Select		
	Search and Se	iect. User of	Kole			Cance <u>l</u> Select	
	Search						
	To find your ite	em, select a fil	ter item in the pulldown list and en	nter a value in the text field, the	en select the "Go" button.		
	Search By Nan	ne 🔽	Go				
9.	Results						
	Select Ou	ick Select	Name	User Name	Email		
	ocicci qu						
	0	P	Test Mr. WLBC-MGR	MGRTEST	WLBC-MGR.Test@westlancs.gov.uk		
	0	- <u> </u>	Test Mrs. WLBC-EMP Tester Mr. John	EMPTEST ETEST2	WLBC-EMP.Test@westlancs.gov.uk EMP.Test2@westlancs.gov.uk		
	0		Tester Mr. John	ETEST2	EMF. Lest2@westionCs.gov.uk		
	You can i	now ch	pose to Delegate	your response o	or Transfer notification	ownership	
	F			- 		-	Delesste
					ist with your selection. T	ne default is	Delegate
	your res	ponse.	You can add comr	nents in the box	c provided.		
	Tip: the o	on scree	en tip provides gu	idance for chosi	ng Delegate response o	or Transfer ov	vnership
	•						
	BT Lancashir	e Services	WLBC - Manager Self-Se	Favorites 🔻	Home Logout Preferences Help	Personalize Page	'
	Reassign Noti	fication: Pay	ment Claims for Test2 Mr. EMP				
			r user authority to respond to a no rship of and responsibility for that		e still retaining ownership or 'Transfer' to give	Cancel	
10.	* Indicates rec		and responsibility for that	notification.		Sub <u>m</u> it	
	* Assignee	,	Lewis Ms. Shar	on 🚽 🔍			
		5	your response notification ownership				
	Comments						
						\sim	
						Ť	
							1
	Return to Work	<u>dist</u>				Cancel Submit	
	About this Page	2	Home L	∟ogout Preferences Help Pe		006, Oracle. All rights reserved	
	Click Sub	mit. Th	e request will be a	automatically re	moved from your list of	actions and v	vill appear
11.			lelegate's list.	,,			
12.	When al	l reque	ests have been c	completed, click	the Home button to	return to t	he Oracle
±2.	Applicati	ions Ho	me 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 Reportine LCC DBS Information Ending Employment Reports Self Service Payment Claims Adjust Bank Holiday Paymer Grifts and Interests My Employee Informatio
	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 Online Claims - Change of Contract Duties Add Date Reason for Element Name Hours/Units Point Objective Alternate Cost - Updated Select Status Worked Position Work Reason for Work Select Object: Dete Variation Contract Duties Reason for Work Select Object: Dete Variation Date Reason for Work Select Status Add Variation Date Reason for Work Select Status Non: Net Worked Variation Date Add Variation Date Add Select Status Worked Position Reason for Work Element Name Hours/Units Rate Update Origine Claims - Casual/Fees/Additional Casual Work Reason for Work Element Name Hours/Units Rate Cash Origine Claims - Casual/Fees/Additional Casual Work Position Reason for Work Element Name Hours/Units Rate Cash Orin - Oscal Tatisoconooniolisystems Development UNEC proje

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. Online Claims - Change of Contract Duties Hours/Units Rate Updated 4 Yes Add 5.00 s P/Wk Date Reason for Eler Worked Position Work ect Status Nan 3.00 Yes No results s P/Wk found. To add a new payment claim click on the Add button 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. to cancel this action and return to the pre https://erpdev.lancashire.gov... \times * Date Worked September 2019 ✓ > Position \sim Sun Mon Tue Wed Thu Fri Sat Reason for Work * Element Name 1 2 з 4 5 6 7 Hours/Units 8 9 10 11 12 13 14 Rate 17 15 16 18 19 20 21 Cash 24 25 22 23 26 27 28 erride Salary Point \sim 1 29 2 3 5 30 4 e Cost - Objective Cancel 5 \bigcirc Cost - Subjective \bigcirc Cost - Geographic 100% ate Cost - Project Updated No 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. 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. 6

	Casual / Fees / Additional Casual Work Overtime / Extra Work in own post
	lick Cancel to cancel this action and return to the previous page. * Date Worked 09-Sep-2019
	* Position BTL333000065/Technical Specialist Service Development
	* Element Name Hours/I luits D984 PHONE CALLS
	P312 BASIC 1_0 Rate P324 BH 1_5 P324 BH 1_
	Classic P338 SESSION FEES Hours/Units KIT CLAIM P319 WK 0_25 Override Salary Point P362 ENH 0_33SS Path w. 0_c P319 WK 0_c P319 WK 0_c
	Alternate Cost - Objective F381 DUTT F382 SLEEPING IN Updated P324 BH 1_5 P382 SLEEPING IN P382 SLEEPING IN P383 LAMP BONUS
	Alternate Cost - Geographic P405 ACTING ALL P409 HONORARIUM P301 EVIT DUTY P301 EVIT DUTY
	Alternate Cost - Project P416 LECTURE FEE P382 SLEPTING IN 1 Proferences Heip Updated P419 BASIC PAY P391 OTIME PAYMENT TEACHERS P392 OTIME PAYMENT TEACHERS P437 BH 1_5 P392 OTIME PAYMENT TEACHERS
	P440 EX CAS 1_00 P450 CAS 0 T 1_5 P450 CAS 0 T 1_5 P450 CAS 0 T 1_5 P450 CAS 0 T 2_5 P450 C
	P453 CAS OT 2_0 mme Logout Preferences Help P457 BHNGHT 1_75 P457 BHNGHT 1_75 P458 QLERK TO GV P486 QT 1_25MF P457 QLERK TO GV P480 QT 1_25MF
	P480 INVIGUATE P488 NGHT 1_25MF P486 OT 1_25MF P489 NGHT 1_5MF P489 NGHT 1_5MF
	P488 NGHT 1_25MF P499 SMS HOL P489 NGHT 1_5MF P576 WTHOUT PAY
	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.
1	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.

		en) for the employee. Home button to return to the home	page.		
		🉃 Navigator 🔻 🗟 Favorit	es 🔻	Home Logout Preferences	e Help
	Confirmatio	n			
	Your changes h	ave been submitted. If approval is required the details will not b	e updated until authoris	sed.	
		Home Logout Preferences	Help		Home
			Tiop	Copyright (c) 2006, Oracle. Al	l rights reserved.
9	they will be	claims have been submitted, unlike authorised immediately, and unlike appear in your worklist.			
9	they will be claims won't The Claim w	authorised immediately, and unlike	employee sul	bmissions noti	ces for these
9	they will be claims won't The Claim w	authorised immediately, and unlike appear in your worklist. vill appear on the employees claims us for claims.	employee sul screen. Belo	bmissions noti	ces for these
9	they will be claims won't The Claim w	authorised immediately, and unlike appear in your worklist. vill appear on the employees claims us for claims.	employee sul screen. Belo	bmissions notions solutions with the second se	ces for these
9	they will be claims won't The Claim w	authorised immediately, and unlike appear in your worklist. vill appear on the employees claims us for claims.	employee sul screen. Belo Hours/Units	bmissions notions with the shows examined and the second s	ces for these
9	they will be claims won't The Claim w update statu	authorised immediately, and unlike appear in your worklist. vill appear on the employees claims is for claims. Element Name P486 OT 1_25MF Days - Time & 1/4 (1.25) Mon - Fri Over 37 Hrs P/Wk P486 OT 1_25MF	employee sul screen. Belo Hours/Units 10.00	bmissions notions we shows examinate the second sec	ces for these

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
	On the claims screen click the Add button to start inputting a claim.
	tinue this action, dick Cancel to cancel this action and return to the previous page. * Date Worked 04-Sep-2019 ■ * Position BTL333000065 Technical Specialist Service Development] ✓ * Reason for Work * Element Name Hours/Units Override Salary Point Alternate Cost - Objective Alternate Cost - Geographic Alternate Cost - Project Updated P610 C0 BH 1_5
	Date Worked – enter by either by directly inputting the date or clicking on the calendar function next to the box
2	 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). <u>Also see Payment</u> <u>claims – Types</u>
	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.

Enhancements f	or Extra		plicable to Call on Standby
Duty and Ove	rtime	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

The grid below provides guidance for the claim types:

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

				AC	TION					
Μ	lanag		vice or LC	CC Self-Servio	ications Home Pa ce Administrato					
	Oracl	e Application	s Home Pa	ge						
				· · · · · · · · · · · · · · · · · · ·						
	Main Menu									
				Persona	lize					
		🗆 🛅 LCC Mana		uico						
				Your Attention						
		press of the second sec	e Team Acce							
		United Barrier Delegate	e Single Acce	<u>255</u>						
			Employment							
		Reports								
			vice Payment	t Claims ayment Claims						
Y	ou wil				erarchy. Select th	e employe	e you	ı wish to		
re	eceive	I now see th d the bank h	e employ	ees in your hie	rarchy. Select th cking on the acti					
re	eceive mploy	I now see th d the bank h ees name	e employ noliday ad	ees in your hie justment by cl	cking on the acti					
re	eceive mploy	I now see th d the bank h ees name	e employ noliday ad	ees in your hie	cking on the acti		again	st the		
re	eceive mploy	I now see th d the bank h ees name	e employ noliday ad	ees in your hie justment by cli	cking on the acti ce avorites	on button	again	st the		
re	eceive mploy	I now see th d the bank h ees name	e employ noliday ad LCC Ma	ees in your hie justment by cli nager Self-Servi Navigator マ 🕞 Fi	cking on the acti ce avorites	on button	again	st the		
re	eceive mploy	I now see th d the bank h ees name	ne employ noliday ad LCC Ma	ees in your hie justment by cli nager Self-Servio Navigator	cking on the acti ce avorites	on button	again	st the		
re	Name	I now see th d the bank h ees name	e employ noliday ad LCC Ma	ees in your hie justment by cli nager Self-Servio Navigator	cking on the acti ce avorites	on button	again	st the Help		
re	Name	I now see th d the bank h ees name	LCC Ma	ees in your hie justment by cli nager Self-Servic Navigator - P F Go Advanced Sear People in Hierarchy	cking on the acti ce avorites ▼ Hom ch <u>My List</u>	on button	again	st the Help		
re	Name	I now see th d the bank h ees name rections ervice Other Pay	LCC Ma	ees in your hie justment by cli anager Self-Servie Navigator	cking on the acti ce avorites ▼ Hom ch <u>My List</u>	on button	again	st the Help		
re	Name	I now see th d the bank h ees name ICICIC ervice Other Pays Name Smithson, Mr. Alan Jonas, Mrs.	LCC Ma LCC Ma ment Claims: Assignment Number	ees in your hie justment by cli nager Self-Servi Navigator	cking on the acti ce worites T Hom ch My List Position L05RC046P020 Business	e Logout Pref	again	st the Help Details		

	Click the Award New Compensation button
	CC Manager Self-Service A Navgator B Favorites Home Logout: Preferences Help
	Overview Cancel View History Save For Later Back Next Employee Name Jonas, Mrs. Marion Employee Number 6008425 Organization Organization Organization USrc046 Woodlands Job Operational (Business Support Manager
	Future and Ongoing Transactions Effective End Date Type Option Value Units Occurrences Status Update/View Delete/Discontinue No results found. Image: Comparison of Com
2	Cancel View History Save For Later Back Hext
	Home Logout Preferences Help Copyrght (\$2008, Oracle All rights inserved
	Select from the pull down menu Bank Holiday Adjustment Information
	 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
3	You can only select bank holidays occurring in the last three months. If you need to submit older claims contact the Payroll Team.
5	* Type Bank Holiday Adjustment Information 👻
	Details
	* Date of the Bank Holiday 29-Mar-2013 * Was the employee due to work? Yes * If yes, how many Hours? 5 * Actual Hours worke 6 * Day or Night shift? Day Results
	Effective Date
	This Transaction Occurs Once. Please note: If the current month's claims deadline has passed, you must enter the first day of the next month as your effective date. Effective From *22-Apr-2013 As Soon As Possible

	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
4	You can now see the details fo the claim submitted Avard New Compensation Future and Ongoing Transactions Effective End Date Type Option Value Units Occurrences Status Update/View Dekter/Discontinue 22-APR 2013 Bark Holiday Adjustment Information 2 One 12 New VTIP Transactions with status of Availing Approval and Suspended can not be updated or dekted. Home Logod. Preferences H Click next to continue Click next to continue Cancel View History Save For Later Back Itemation
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

The claims will now show as processed and have been submitted for processing by Payroll. LCC Manager Self-Service 📅 Navigator 🔻 😫 Favorites 💌 🛛 Home 🛛 ogout. Preferences. Help Overview Cancel View History Save For Later Back Next Employee Name Jonas, Mrs. Marion Employee Number 6008425 Organization L05rc046 Woodlar Organization Email Address Job Operational Business Support Manager Award New Compensation 6 Future and Ongoing Trans Effective End Date Type date/View Delete/Dis Bank Holiday Adjustment Information 3 One 01-APR-2013 ✓ Proces 1 Bank Holiday Adjustment Information 2 One 01-APR-2013 / Proce TIP Transactions with status of Awaiting Approval and Suspended can not be updated or Cancel View History Save For Later Back Next me Logout Preferences Help 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	
	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.	
1	 All Actions Awaiting Your Attention Delegate Team Access Delegate Single Access Accident/Incident Reporting LCC DBS Information Ending Employment Reports Self Service Payment Claims Adjust Bank Holiday Paymer Gifts and Interests My Employee Information 	
	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.	
	Click on Add to make a new claim to correct the mistake. Delete Update I Add	
3	ate orked Position	
	-Jan-2019 BTL333000065 Technical Specialist Service Develo -Aug-2017 BTL360000010 Systems Development Officer	
	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:	
4	New 01-Aug-2019 BTL333000065 Technical Specialist Service Development Additiona P486 OT 1_25MF Days - Time & 1/4 (1.25) Mon - Fri Over 37 Hin P/Wk -36.00 Days - Time & 1/4 (1.25) Mon - Fri Over 37 Hin P/Wk -36.00 Days - Time & 1/4 (1.25) Mon - Fri Over 37 Hin P/Wk -36.00 Days - Time & 1/4 (1.25) Mon - Fri Over 37 Hin P/Wk -36.00	
	Dnline Claims - Change of Contract Duties New 01-Aug-2019 BTL333000065 Technical Specialist Service Development Additional P486 OT 1_25MF Days - Time & 1/4 (1.25) Mon - Fri Over 37 Hrs P/Wk - New 01-Sep-2019 BTL333000065 Technical Specialist Service Development Correction - claimed 40 hours in error P486 OT 1_25MF Days - Time & 1/4 (1.25) Mon - Fri Over 37 Hrs P/Wk	
	Dnline Claims - Change of Contract Duties	
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

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.

1 **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 <u>"Making a Claim" step 2</u>
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 <u>extra/additional</u> 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)

Manager Self Service Payment Claims – including Over/Underpayments

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