To: Kronosusers@midcounties.coop

The Payroll Team are currently entering a transformation process and will be working to improve the service that we provide to you. To aid us through this process, we are confirming the deadlines we all need to work within. This ensures the efficiency and accuracy of the payroll for everyone’s benefit.

**Key deadlines**

* Timecard sign off – **Monday of each week by 10am (12pm – Childcare)**
* Historical corrections –

|  |  |
| --- | --- |
| **Historical corrections deadline** | **To be included in pay date** |
| 12.10.2020 – 12pm | 23.10.2020 |
| 09.11.2020 – 12pm | 20.11.2020 |
| 07.12.2020 – 12pm | 18.12.2020 |
| 04.01.2020 – 12pm | 15.01.2020 |
| 01.02.2020 – 12pm | 12.02.2020 |
| 01.03.2020 – 12pm | 12.03.2020 |

***All historical corrections received after the week 2 12pm deadline will be paid in the next pay date e.g. a further six weeks away and payment will be made to the bank account details held within the system at close of business on the Friday before payday.***

**How to raise a payroll query**

* Payroll are only able to accept any pay queries sent via Service Now from Managers.
* You should ensure that the detail within Kronos is correct, prior to raising a query call.
* As a Manager, please ensure that colleagues are aware that they should be directing any pay queries to you and not directly to the Payroll Team.
* Any queries directed to the Payroll Team from Managers via email or from employees directly will not be processed and an automated response will be received by the sender advising of this.

**Top tips to reduce your historical corrections**

* Check the colleague’s timecard before submitting the hours on a Monday.
* Check that all colleagues have a contract schedule for their contracted hours.
* Manage your exceptions as you go, through the week.
* Check the colleagues pay rule to ensure the relevant break deduction is used.
* Where possible, allocate some time daily or every few days to keep the schedules and timecards up to date to improve the sign off process on the Monday morning.

**Key tasks - New Starters**

* Please ensure that all onboarding information, such as right to work - this needs to be signed and dated, and Kronos availability form (Food retail only), has been uploaded before placing the colleague.
* Allow 5 working days once the colleague has been placed for us to complete the colleague's paperwork and for them to complete their onboarding. (Colleagues that haven't done this will not be able to commence their employment).

**Key tasks - Employment Changes**

When applying an employment change in IFS please check the current data, you will only need to input information on the proposed data that is relevant to the change.

Example, if a colleague is only transferring stores you will not need to enter in the contracted hours, salary etc. within the Proposed data in IFS, but you will need to just include the data that is relevant to the change.

Deadlines for submitting employment changes:

|  |  |
| --- | --- |
| **Pay date** | **Deadline for employment change to be approved by** |
| 23rd Oct 2020 | 8th Oct 2020 |
| 20th Nov 2020 | 5th Nov 2020 |
| 18th Dec 2020 | 3rd Dec 2020 |

**Key tasks - Leavers**

Please process any leavers promptly upon the resignation received to minimise any overpayments. Please can use this link to the leavers form each time as the form is subject to change:

<https://colleaguesconnect.midcounties.coop/quick-links/forms/>

**Payroll transformation**

Over the next six months you will see many changes in our payroll including:

* Enhanced weekly reporting at branch level that will match the accounts.
* Increased transparency between Kronos and the payslips.
* Simplified, transparent pay for all employees.

To enable this, it is critical that we get the Kronos data right first time and that we all meet our deadlines.

We look forward to working with you to deliver these improvements.