

PAYROLL

Frequently Asked Questions

1. I am a new starter with NCG when can I expect my first salary payment?

If you started with NCG prior to payroll cut off which is usually around 23rd of the month, and have submitted all of your documentation as requested by the recruitment team, you would generally expect to be paid at the end of your first month. If you started employment after the cut off for payroll, or your documents were finalised after that date, your first payment would be at the end of the following month. You would receive your normal monthly salary, plus the days owing to you from your start date to the end of the previous month.

2. What is the normal pay date?

Normal payday is the last working day of the month, with the exception of December where your salary will generally be paid early.

3. When will I get my payslip?

You can view your payslip via iTrent Self Service at any time. If you have registered on Self Service to have your payslip emailed to you, this will be sent as soon as payroll has been finalised for the month.

4. When will I receive my P60?

P60's are available after the end of the financial year, usually by the end of May.

5. What do I do if I change my bank account?

You can update your bank details by logging into iTrent Self Service and updating your new account information.

6. How do I claim my hours?

You can submit your hours via iTrent Self Service, and this will be sent to your line manager to approve. Once this is approved it will be reflected on your payslip.

7. How do I claim business expenses including mileage?

You can submit your expenses via iTrent Self Service, and this will be sent to your line manager to approve. Once this is approved it will be reflected on your payslip.

8. What am I entitled to claim for eye care costs and how do I do this?

The eye care policy allows for you to claim up to £25 towards the cost of your eye test, and should you require glasses specifically for Display Screen Equipment (DSE) use then you can claim £45 towards the cost.

Your optician should provide confirmation [on this form](#) that you require glasses specifically for DSE use, which you can show to your line manager

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when submitting your claim for approval, along with your receipt for your eye test.

You should then claim your expenses via iTrent self service.

9. My monthly salary is lower than normal, why would this be?

You should in the first instance check your payslip to see if there are any deductions that you are not expecting, such as unpaid leave, or sickness absence. If you have received a payrise it may be that your pension contribution banding has increased, or we have received notification of a change to your tax code from HMRC. If you are still unsure what the issue is, please contact the Payroll team on 0191 200 4712, or email payroll@ncgrp.co.uk

10. There is a reduction for absence on my payslip, do I not qualify for occupational sick pay (OSP)?

You should check your contract to determine the amount of OSP you are entitled to. As a rule if you are still in your probation period you are not entitled to receive OSP, however you would receive Statutory Sick Pay (SSP) after 3 days absence.

11. How do I apply for a Travel to Work pass?

The travel scheme runs twice a year and a communication will be issued to all staff 6-8 weeks before the deadline with instructions on how to apply.

12. I have put through my hours claim however this is not showing on my payslip?

You should check with your line manager to ensure they have authorised your claims prior to the cut off, which is normally around 21st of the month. If this has been authorised after the deadline, it will then appear on the following months payslip.