Resolving Payroll Issues

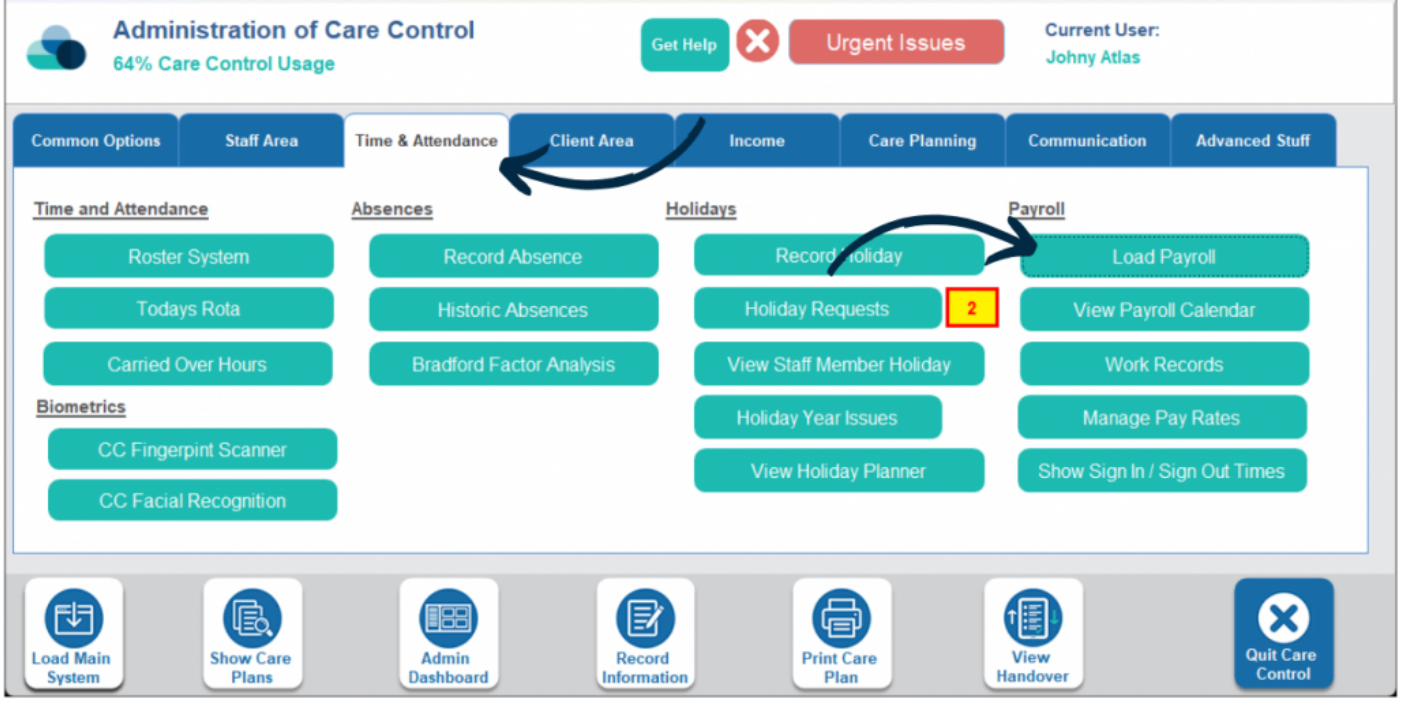
Payroll Windows · https://cclearninghub.co.uk/docs/resolving-payroll-issues/

Resolving Payroll Issues

This guide will cover how to resolve issues raised by the payroll checks on Care Control Windows.

Please see the payroll settings guide for accessing and amending these checks.





1

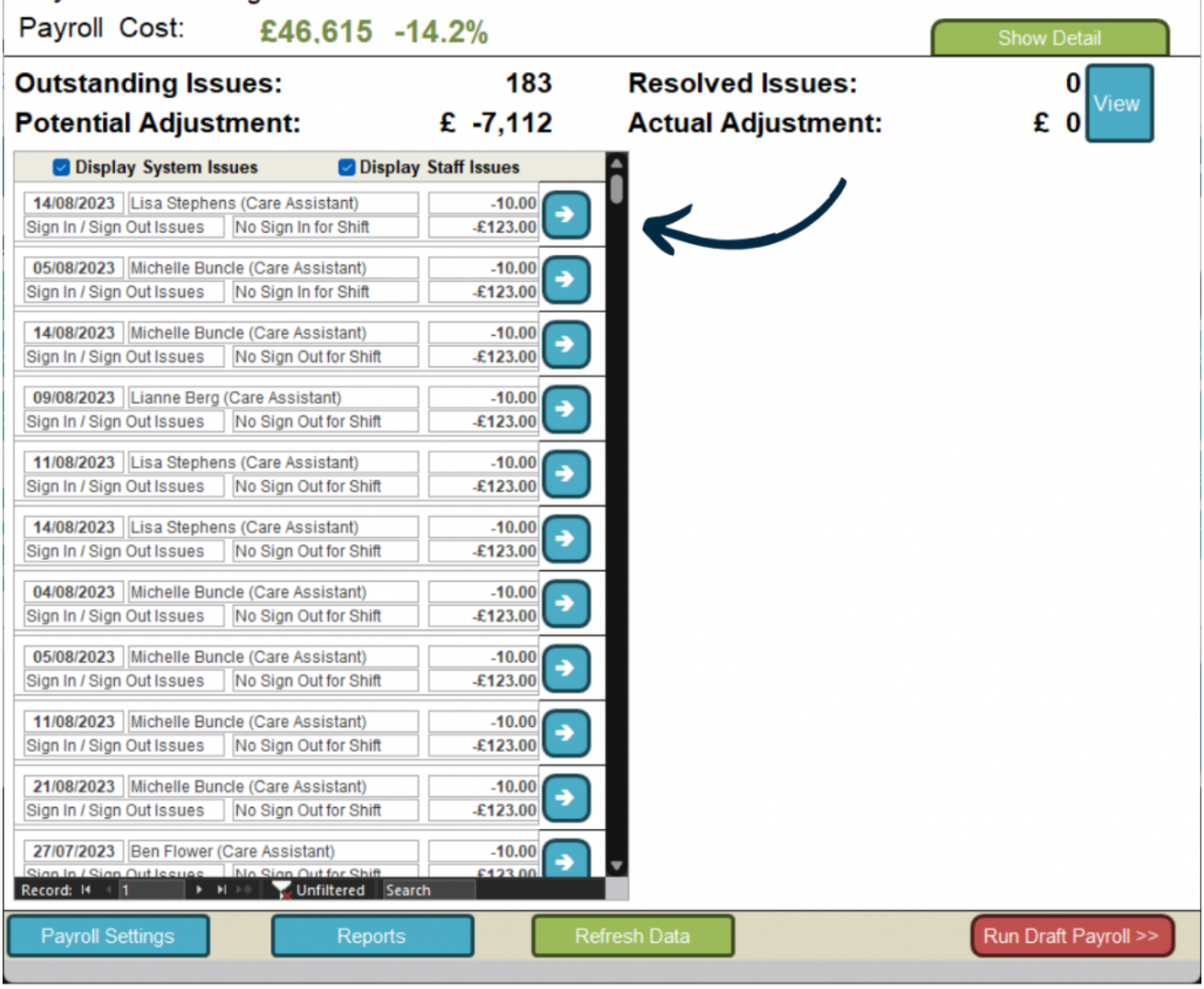
In the Administration of Care Control Windows, navigate to the **Load Payroll** tool, which can be found under the Time & Attendance tab.

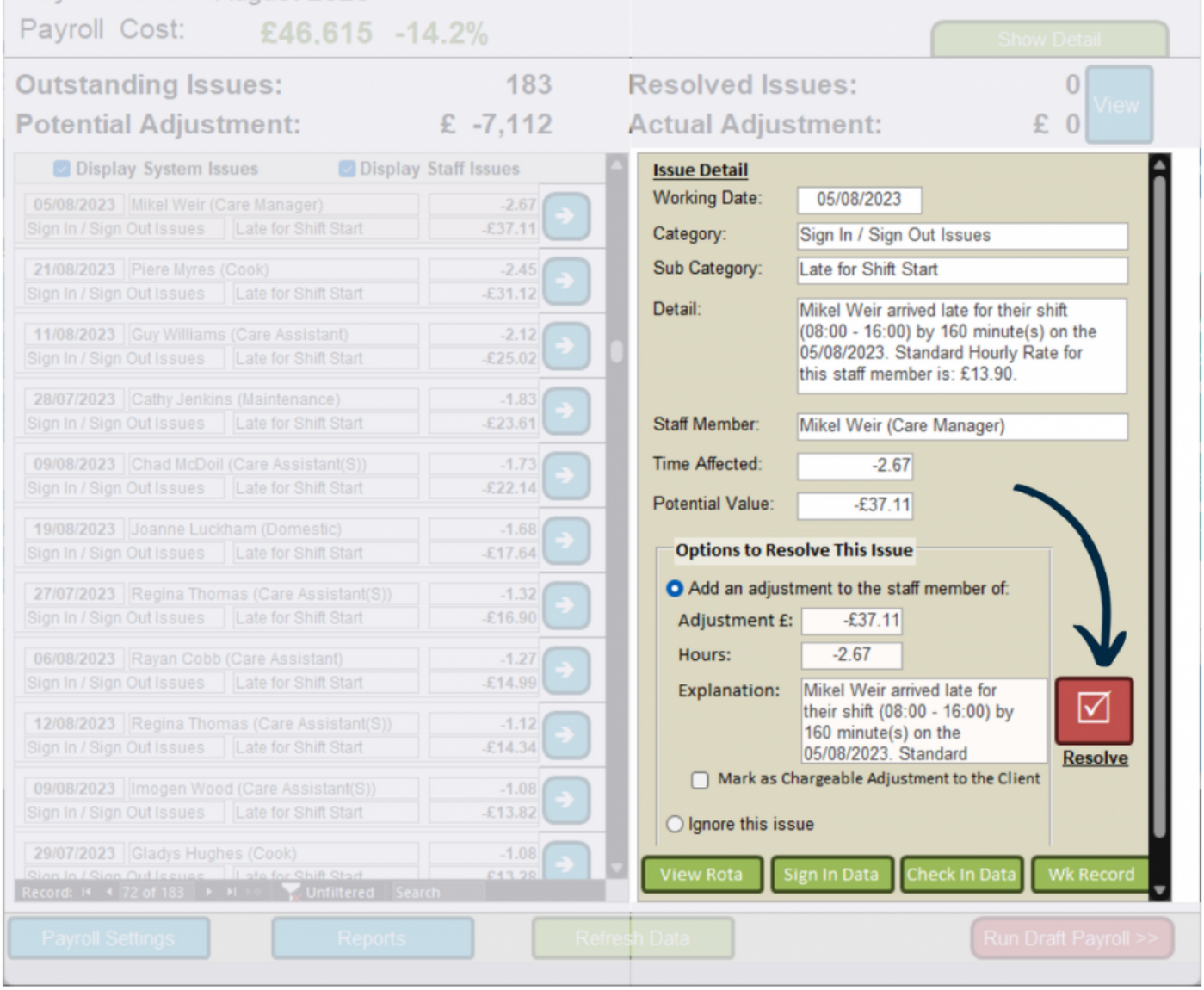
2

A new window will open. On the left hand side will be a list of identified issues with your current payroll period.

These generally relate to late sign ins to work or early sign outs. The same goes for check ins and outs for visits.

Simply press the **blue arrow** next to an issue to open it.


Payroll Cost: £46,615 -14.2%
Show Detail
Outstanding Issues: 183
Potential Adjustment: £ -7,112
Resolved Issues: 0
Actual Adjustment: £ 0
View
Display System Issues
Display Staff Issues
14/08/2023 Lisa Stephens (Care Assistant) -10.00
Sign In / Sign Out Issues No Sign In for Shift -£123.00
05/08/2023 Michelle Buncle (Care Assistant) -10.00
Sign In / Sign Out Issues No Sign In for Shift -£123.00
14/08/2023 Michelle Buncle (Care Assistant) -10.00
Sign In / Sign Out Issues No Sign Out for Shift -£123.00
09/08/2023 Lianne Berg (Care Assistant) -10.00
Sign In / Sign Out Issues No Sign Out for Shift -£123.00
11/08/2023 Lisa Stephens (Care Assistant) -10.00
Sign In / Sign Out Issues No Sign Out for Shift -£123.00
14/08/2023 Lisa Stephens (Care Assistant) -10.00
Sign In / Sign Out Issues No Sign Out for Shift -£123.00
04/08/2023 Michelle Buncle (Care Assistant) -10.00
Sign In / Sign Out Issues No Sign Out for Shift -£123.00
05/08/2023 Michelle Buncle (Care Assistant) -10.00
Sign In / Sign Out Issues No Sign Out for Shift -£123.00
11/08/2023 Michelle Buncle (Care Assistant) -10.00
Sign In / Sign Out Issues No Sign Out for Shift -£123.00
21/08/2023 Michelle Buncle (Care Assistant) -10.00
Sign In / Sign Out Issues No Sign Out for Shift -£123.00
27/07/2023 Ben Flower (Care Assistant) -10.00
Record: 1 Unfiltered Search
Payroll Settings
Reports
Refresh Data
Run Draft Payroll >>



3

The issue detail will open on the right hand side.

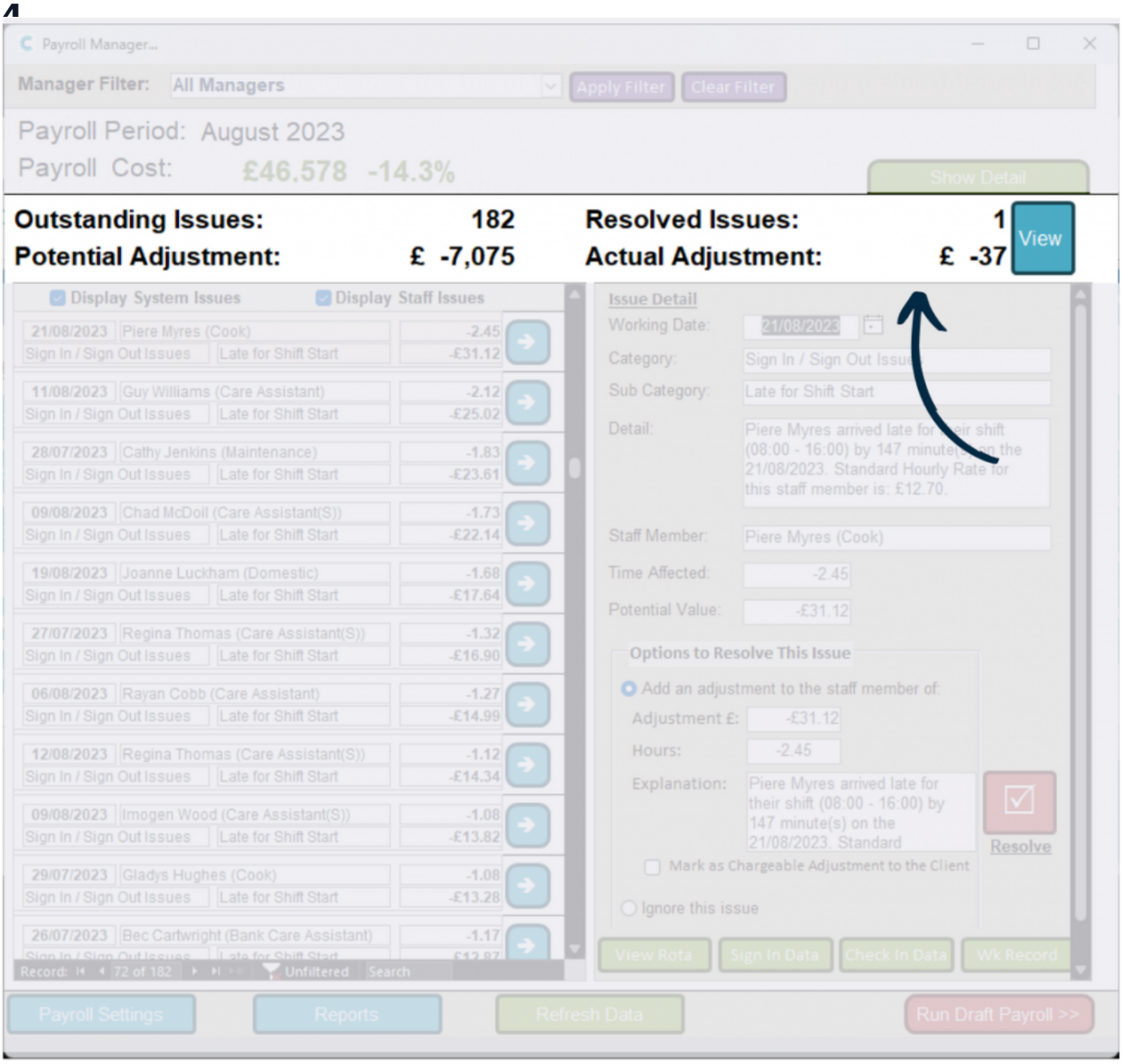
The issue is broken down into a **category**, **sub-category** and **detail**. This will explain what and why the issue has been raised. You can also see the **time affected** and **potential value** of this.

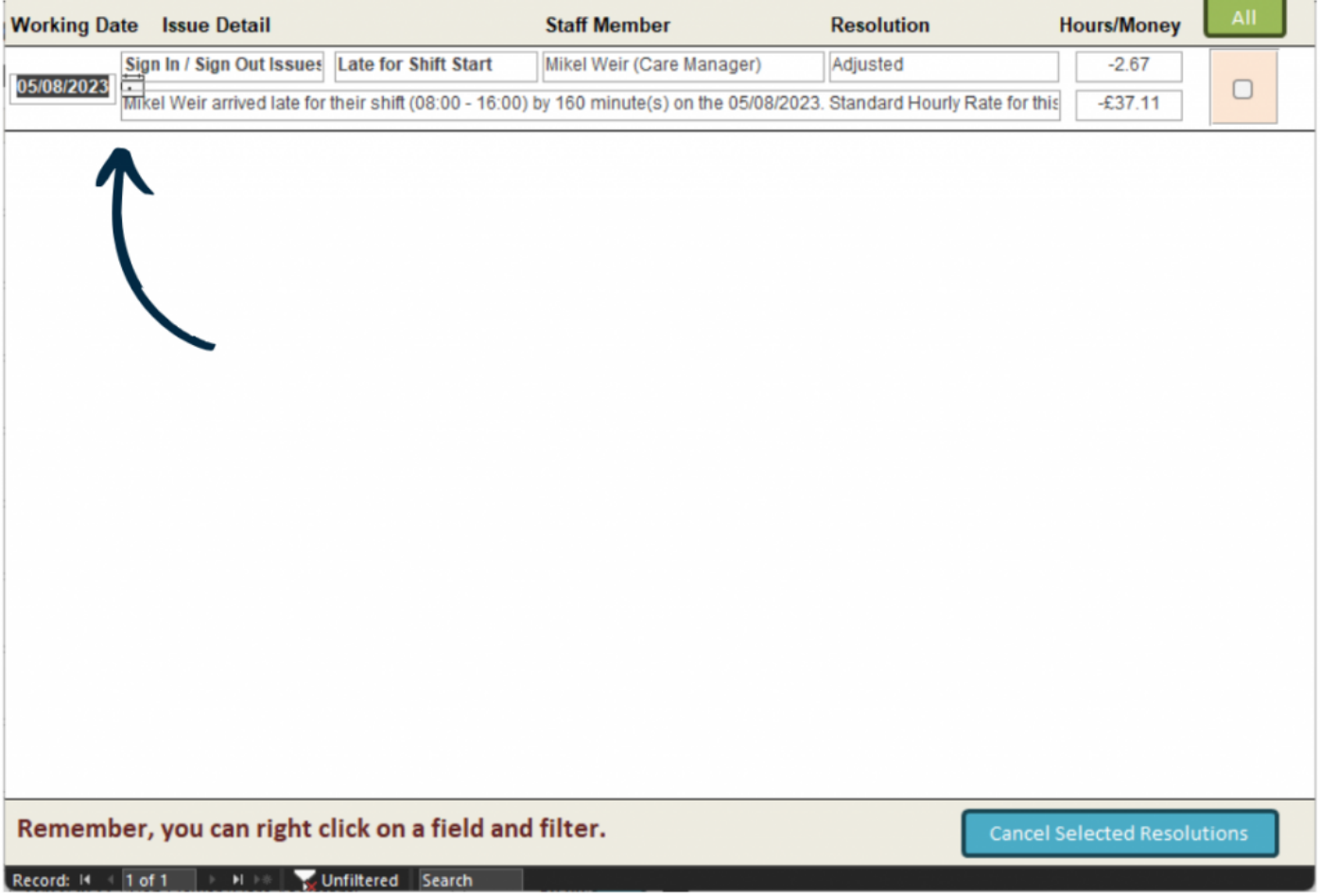
In this example, the staff member was late for a shift start by 160 minutes. This equates to 2.67 hours and therefore £37.11. We can view the supporting data via the buttons at the bottom – **View Rota**, **Sign In Data** and **Check In Data**.

The bottom half of the section contains options to resolve the issue. If this issue has been raised as a mistake, you can choose to **Ignore this Issue**. Press the **Resolve** button to complete the

process.

4


Payroll Manager...
Manager Filter: All Managers
Apply Filter
Clear Filter
Payroll Period: August 2023
Payroll Cost: £46,578 -14.3%
Show Detail
Outstanding Issues: 182
Potential Adjustment: £ -7,075
Resolved Issues: 1
Actual Adjustment: £ -37
View
Display System Issues
Display Staff Issues
21/08/2023 Piere Myres (Cook) -2.45
Sign In / Sign Out Issues Late for Shift Start -£31.12
11/08/2023 Guy Williams (Care Assistant) -2.12
Sign In / Sign Out Issues Late for Shift Start -£25.02
28/07/2023 Cathy Jenkins (Maintenance) -1.83
Sign In / Sign Out Issues Late for Shift Start -£23.61
09/08/2023 Chad McDoil (Care Assistant(S)) -1.73
Sign In / Sign Out Issues Late for Shift Start -£22.14
19/08/2023 Joanne Luckham (Domestic) -1.68
Sign In / Sign Out Issues Late for Shift Start -£17.64
27/07/2023 Regina Thomas (Care Assistant(S)) -1.32
Sign In / Sign Out Issues Late for Shift Start -£16.90
06/08/2023 Rayan Cobb (Care Assistant) -1.27
Sign In / Sign Out Issues Late for Shift Start -£14.99
12/08/2023 Regina Thomas (Care Assistant(S)) -1.12
Sign In / Sign Out Issues Late for Shift Start -£14.34
09/08/2023 Imogen Wood (Care Assistant(S)) -1.08
Sign In / Sign Out Issues Late for Shift Start -£13.82
29/07/2023 Gladys Hughes (Cook) -1.08
Sign In / Sign Out Issues Late for Shift Start -£13.28
26/07/2023 Bec Cartwright (Bank Care Assistant) -1.17
Record: 72 of 182
Unfiltered
Search
Issue Detail
Working Date: 21/08/2023
Category: Sign In / Sign Out Issue
Sub Category: Late for Shift Start
Detail: Piere Myres arrived late for their shift (08:00 - 16:00) by 147 minute(s) on the 21/08/2023. Standard Hourly Rate for this staff member is: £12.70.
Staff Member: Piere Myres (Cook)
Time Affected: -2.45
Potential Value: -£31.12
Options to Resolve This Issue
Add an adjustment to the staff member of:
Adjustment £: -£31.12
Hours: -2.45
Explanation: Piere Myres arrived late for their shift (08:00 - 16:00) by 147 minute(s) on the 21/08/2023. Standard
Resolve
Mark as Chargeable Adjustment to the Client
Ignore this issue
View Rota
Sign In Data
Check In Data
Wk Record
Payroll Settings
Reports
Refresh Data
Run Draft Payroll >>



5

A new window will open containing a list of resolved issues.