



Verification of Invoicing and Timesheet Policy

Specialist Divisions – Recruitment and Engagement Policy & Process documents

 gap healthcare

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The below is the Standard Operating Procedure followed by gap healthcare in order to ensure the verification of accurate charging, invoicing and timesheet processing.

Timesheets

Bookings

Bookings

- When in receipt of a booking, pay and charge rates obtained from the client and uploaded to the recruiter system.
- Candidate sourced/recruited for role and pay rate disclosed.

Assignment Confirmation

Assignment Confirmation

- If candidate successful in being selected for job role, Assignment Confirmation sent to the candidate. This confirms the details of the assignment, including (but not limited to): pay rates and AWR information.

Booking Confirmation

Booking Confirmation

- Once a candidate has been offered to and selected by the client, Booking Confirmation issued which includes a break down of the pay and charge rates agreed.

Placement Checklist

Placement Checklist

- Prior to the deployment of the candidate into the provision of the services and once all compliance checks have been completed, gap healthcare will issue a Placement Checklist to the client.
- Placement Checklist confirmation includes compliance checks completed and agreed pay/charge rates

Timesheet Issuing & Education

Timesheets issuing and education

- Timesheets are issued to the candidate to be used for every booking.
- If timesheets are to be submitted via a portal, candidates are educated on how to upload the information required.
- Details on how to submit timesheets and when, are included within the Agency Worker Handbook and relevant Terms and Conditions.

Submitted Timesheets

Timesheets submitted

- Completed timesheets are issued to gap healthcare and processed by the payroll team but only if all relevant fields have been completed.
- If a timesheet is not fully completed, this will be sent back to the candidate and authoriser for completion.

Invoice

Invoice

- Invoice generated by Payroll based on timesheet submitted and agreed rates of pay/charge as detailed on the recruiter system
- Invoice issued to the client for payment.

Payment to candidate

Payment to candidate

- Candidates are paid weekly, on Friday, for the hours worked the week before and based on agreed pay rates.

PAYE/ Self-Employed Payment

Payment if
PAYE / Ltd /
Self
Employed

•Where a candidate is paid PAYE, gap healthcare pay the candidate directly into their bank account ensuring all TAX, NI and HMRC Obligations are met.

Umbrella Payment

Payment if
Umbrella

•gap healthcare do not engage candidates via Umbrella Company

Discrepancies

Discrepancies

•Should there be any discrepancies across the payroll process, payments will stop until such a time that the pay and charge rates have been confirmed and completed authorised documents have been received.

Verification of accurate charging, invoicing and timesheet processing

Gap healthcare has instilled robust processes to guarantee the accurate charging, invoicing and processing of timesheets.

All workers are talked through the timesheet and payment process as part of the recruitment process, with additional information provided with the Terms & Conditions and Agency Worker Handbook. The idea is to provide the workers with the necessary knowledge so once again, the number of discrepancies is greatly reduced.

Gap healthcare ensure that all workers are provided with enough timesheets to cover the anticipated placement period.

When a worker has completed their assignment, they will then send a copy of their signed timesheet over to gap healthcare by email.

Initially, gap healthcare will check the timesheet supplied to ensure the following field have been completed:

- Worker's Name
- Job Title
- Start Time
- End Time
- Rest breaks
- Total Hours Worked
- Full client address details
- PO/Reference Number
- Agreed Expenses
- Counter Fraud declaration signed and date by the Agency Worker (see below)
- Counter Fraud declaration signed and dated by the Authorised Officer (see below)
- Printed name, job title and dated by Authorised officer
- Printed name, job title and dated by the candidate

Counter fraud declaration to be signed and dated by the Temporary Workers:

I declare that the information I have given on this form is correct and complete and that I have not claimed elsewhere for the hours/shifts detailed on this timesheet. I understand that if I knowingly provide false information this may result in disciplinary action and I may be liable for prosecution and civil recovery proceedings.”

Counter fraud declaration to be signed, with printed name and position of the Authorised Signatory, and dated by the Authorised Signatory of the Authority (and cost centre stamp if required by the Authority):

“I am an authorised signatory for my home/unit. I am signing below to confirm that both the staff member’s grade and the shift that I am authorising are accurate and I approve payment.”

If there are any discrepancies, the concerns will be raised with the client and the worker to establish why inconsistencies have appeared. Necessary action will be taken in order to rectify the concerns highlighted, which may include following the NHS Counter Fraud process, should it be necessary.

NHSCFA

Email: generalenquiries@nhscfa.gsi.gov.uk

Telephone (switchboard): 020 7895 4500

If you wish to write to us, our postal address is:

NHS Counter Fraud Authority
Skipton House
80 London Road
London
SE1 6LH

If an incomplete timesheet is received, this will be forwarded back to the relevant party in order to be completed correctly.

Once the timesheet has been checked and confirmed to be correct, this will be forwarded onto the finance department in order for them to generate the relevant invoice.

gap healthcare also sees the signing of a timesheet as an opportunity to obtain feedback on a placed worked and the shift completed. A simple feedback template has been incorporated on the timesheet which allows the client to provide feedback on the gap healthcare worker as part of the agreed contract. This information will then be reviewed by gap healthcare and fed back to the candidate where necessary.

First Name		Surname	
Client		Home/Unit/Service	

Please write your breaks when totalling your hours worked. Unless “NB” (no break) is written in the break column then breaks will automatically be deducted if not included

Day	Date	Start Time	Break	End Time	Sleep start	Sleep End	Total	Manager’s	Manager’s Name
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		24hrs hh: mm		24hrs hh: mm	Time 24hrs hh: mm	Time 24hrs hh: mm	Hours	Signature	
Monday		:		:					
Tuesday		:		:					
Wednesday		:		:					
Thursday		:		:					
Friday		:		:					
Saturday		:		:					
Sunday		:		:					
Total weekly hours:									

Candidate Declaration "I declare that the information I have given on this form is correct and complete and that I have not claimed elsewhere for the hours/shifts detailed on this timesheet. I understand that if I knowingly provide false information this may result in disciplinary action and I may be liable for prosecution and civil recovery proceedings."

Name	Signed	Date

Authoriser Declaration "I am an authorised signatory for my home/unit. I am signing below to confirm that both the staff member's grade and the shift that I am authorising are accurate and I approve payment."

Name	Signed	Date
Additional Information/Comments/ Feedback		

Invoicing

gap healthcare shall have the facility to process timesheet to support the contracting authorities invoicing requirements.

Timesheet are verified against the information provided on the recruiter system, including (but not limited too):

- Invoice address
- Invoice procedure
- Verify Charge rates
- Purchase Order Number required
- Commission Rates
- Expenses (where applicable)

All invoices must carry the following information on request:

- Supplier's official company name (and/or logo), invoicing address and contact details for invoicing queries that align to this Agreement;
- Invoice date;
- sequential invoice numbering
- purchase order number/booking reference number (as applicable);
- Authority name;
- Temporary Workers full name (forenames and last name), as listed in the relevant Professional and Regulatory Body's professional register, as appropriate;
- Job Profile title and Band of Temporary Workers supplied;
- date of each work assignment to which the invoice applies;
- total number of hours worked by the Temporary Worker(s) as per the authorised timesheet (with a clear deduction of meal or rest breaks);
- Hourly Pay Rate, incorporating any adjustments as appropriate, paid to the Temporary Workers (£ per hour);
- the WTR Element, as appropriate, in respect of the Temporary Worker's assignment in accordance with legislation (£ per hour);
- total amount paid to the Temporary Worker(s), shown as an hourly rate and then multiplied by the total number of hours worked by the Temporary Workers (excluding meal or rest breaks) (£);
- ENIC, as appropriate, charged by the Supplier for the Temporary Workers (£ per hour) in accordance with legislation;
- details of any travel expenses, other disbursements and/or accommodation payments,
- details of commission charged
- Total cost (£) of the invoice exclusive of VAT;
- VAT (£) (charged as appropriate in accordance with HM Revenue and Customs statutory limits and guidelines);
- Total cost of the invoice inclusive of VAT (£ if applicable)

The Authority may request further information in addition to the requirements to the above to be provided on the invoice.

Any invoices that are returned with discrepancies/queries will be raised with the trust and relevant worker in order to rectify swiftly. If evidence of fraud is highlighted, gap healthcare will notify NHS CFA and follow whatever guidance and advice is supplied.

Invoice Calculation

The hourly charge rate for agency workers will be charged in accordance with the Pricing Schedule in Appendix C and the resultant fixed invoiced rates will be calculated as follows (considering the commentary on WTD and NI below):

Standard Hourly Pay Rate ("Workers Pay")

+

Working Time Directive element ("WTD or WTR") calculated to provide for annual paid holiday at the prevailing official rate (currently 0.603 days per week including public holidays; 12.07% of standard hourly pay rate). WTD should be charged on normal remuneration – i.e. Basic pay including regular overtime – and in line with current legislation.

+

National Insurance ("NI") paid at the prevailing official rate (currently payable over a weekly threshold of £184, at 15.05%) this includes the additional 1.25% increase coming into effect in April 2022.

+

Pension Contribution (% of hourly pay including WTD when applicable).

+

Agency Fee (fixed amount in £.pp per hour for each role by location)

Invoices must be presented on a **daily or weekly basis** with the corresponding PO number clearly detailed on the individual workers resultant invoice and shall not be held for any longer than seven working days after the date the work was undertaken.

All invoices, along with corresponding timesheet, will need to be provided electronically to the Accounts Payable team, with specific contacts for invoices and accounts payable queries will be supplied on appointment.



Quattro Healthcare Limited Bell
 Meadow Business Park Pulford House
 Park Lane, Pulford Chester, Cheshire
 CH4 9EP 01978 294 203

INVOICE

ACC Payable
 Client Name
 Service Name
 Service Address

PAGE	1
DOCUMENT NUMBER	00007088
DATE/TAX POINT	14/09/2022
ACCOUNT NUMBER	QHLXXX
VAT REG. NO.	216/9395/83

T/S NO	WEEKENDING	NAME OF WORKER\LOCATION	PURCHASE ORDER		
JOB DESCRIPTION\NOTES	TYPE	HOURS	RATE	TOTAL	
00149717	11/09/2022	W o r k e r N a m e	PO Number		
HEALTHCARE	BASIC		Number of hours	£x.xx	358.08 S
BASIC	Saturday Rate		Number of hours	£x.xx	190.08 S
SATURDAY	Sunday Rate		Number of hours	£x.xx	194.88 S
SUNDAY					

VAT ANALYSIS					
CODE	RATE %	GOODS	VAT		
S	20.00	743.04	148.61		
				SUB TOTAL	743.04
				VAT	148.61
				TOTAL DUE	891.65

Payment due within 30 days from date of invoice

Please send BACS payments to Lloyds : Sort Code 30-15-99 Account No: 12893868

Cheques payable to Quattro Healthcare Ltd & send to : Credit Control Dept, Bell Meadow Business Park,
Pulford House, Park Lane, Pulford, Chester, Cheshire, CH4 9EP - Company Reg 09389534

First Name		Surname	
Client		Home/Unit/Service	

Please write your breaks when totalling your hours worked. Unless "NB" (no break) is written in the break column then breaks will automatically be deducted if not included

Day	Date	Start Time 24hrs hh: mm	Break	End Time 24hrs hh: mm	Sleep start Time 24hrs hh: mm	Sleep End Time 24hrs hh: mm	Total Hours	Manager's Signature	Manager's Name
Monday		:		:					
Tuesday		:		:					
Wednesday		:		:					
Thursday		:		:					
Friday		:		:					
Saturday		:		:					
Sunday		:		:					
Total weekly hours:									

Candidate Declaration "I declare that the information I have given on this form is correct and complete and that I have not claimed elsewhere for the hours/shifts detailed on this timesheet. I understand that if I knowingly provide false information this may result in disciplinary action and I may be liable for prosecution and civil recovery proceedings."

Name		Signed		Date	
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Authoriser Declaration "I am an authorised signatory for my home/unit. I am signing below to confirm that both the staff member's grade and the shift that I am authorising are accurate and I approve payment."

Name		Signed		Date	
Additional Information/Comments/ Feedback					

Verification of Accurate Charging

All charges are in line with the Monitor Rate Capes/Framework Agreement, with gap healthcare ensuring that the rates are fully detailed on corresponding invoices.

The Accounts Manager will contact the client to obtain and verify:

- Invoice address
- Invoice procedure
- Verify Charge rates

The above information will be inputted into [insert supplier name] recruiter system and can only be amended by the accounts manager. The Pay Rate: Consists of the Actual Pay-Set out in the Framework agreement and terms and conditions against hours recorded in line with timesheet detail.

The Charge Rate: includes the following:

- Actual Pay Rate
- Working time regulations 12.07 % or Agency Work Regulations 15.56% (if qualified over 12-week period)
- National Insurance 13.8%
- Pension
- Agency Fee – Standard Commission
- ABI/Management Fee
- Vat charge

Pay and Charge accuracy

gap healthcare understands its obligations to ensure that at all times, necessary and regular checks are completed on candidates in relation to their pay type.

Booking and Assignment Confirmation

As part of the booking process, gap healthcare will confirm the pay and charge rate with the client. The rates are inputted into the recruiter system to ensure that accurate paying and charging follow the completion of the placement/assignment(s). Pay rates are confirmed with the temporary worker during the sourcing process. If successful in being selected for the booking, Assignment Confirmation is sent to the candidate. This confirms the rate of pay, including the breakdown of the total pay rate and any further contractual information including (but not limited to) AWR.

Further to the above, Booking Confirmation is sent to the client upon the identification and confirmation of acceptance of a suitable candidate. The agreed rates as detailed within the recruiter system and on the

Assignment Schedule sent to the temporary worker are included within the Booking Confirmation. This is finally followed up with the Assignment Checklist sent to the client to confirm the compliance status of a candidate. As well as confirming the checks completed in line with NHSE Check Standards, the agreed rates of pay and charge are confirmed for a final time.

ASSIGNMENT SCHEDULE – CFS PAYE

Details of the Agency Worker, Hirer and Employment Business:			
Agency Worker - Name and address:			
Employment Business - Branch contact info:			
Intermediary / Neutral Vend details:			
Hirer - Name and Address:			
Nature of the Hirer's business:		The type of work:	
Hirer's collective facilities available:		Name of Hirer's contact to report to:	
Assignment Details:			
Job Title:		Job Description:	
Start date of job in system:		Likely Duration of the Assignment:	
Location of Work: If different from the Hirer's address.		Days / Hours of Work: *These may vary	
Experience, training, qualifications or authorisation that the Client considers necessary for the Assignment or required by law or a professional body:			
Details of training to be undertaken before or during the assignment:			
Any known health and safety risks and the steps the hirer has taken to reduce the risks:			
Probation Period:			
Notice Period Required:			

Notice period required where Hirer wishes to engage the Agency Worker for a Period of Extended Hire:	
Period of Extended Hire if the Hirer wishes to engage the Agency Worker and avoid paying a Transfer Fee:	
Details of any collective agreements:	
Details of the companies' disciplinary rules and procedures and grievance procedures:	
Pay and Annual Leave -	
Pay, including any bonus / expenses applicable:	
Intervals of Pay:	
Holiday Entitlement:	

Terms relating to Pensions:	If you are eligible, you will be enrolled automatically into the occupational pension scheme in accordance with the Pensions Act 2008. Details of the scheme will be provided when you join the scheme.
Entitlement to sick leave and pay:	The Agency Worker may be eligible for statutory sick pay (SSP) provided that s/he meets the relevant statutory criteria. For the purposes of SSP there is one qualifying day per week during the course of an Assignment and that qualifying day shall be the Wednesday in every week.
Entitlement to maternity/paternity leave:	The Agency Worker may be eligible for statutory maternity pay (SMP) / statutory paternity pay (SPP) provided that s/he meets the relevant statutory criteria.
Any other remuneration:	
Any other Benefits:	
Working outside of the UK	
Duration: Currency of pay: Additional Remuneration or Benefits: Terms and conditions relating to the return to the UK:	
Agency Worker - Reminder contractual details regarding data sharing information and privacy notice. Click here to view our full Privacy Notice.	
By accepting and undertaking the assignment detailed all personal data which you have issued to the employment business will be shared between gap and the above client / intermediary and/or neutral vend where applicable to enable the employment business to fulfil our contractual obligation to you, and to the above client. This also includes any sensitive data provided. This will only be shared where necessary and upon direct request from the client at any point during your assignment / within 6 years	

from termination of the last assignment. Additionally, the client may, where necessary, share this information with their clients or appointed auditors for them to fulfil their contractual and / or legal obligations to their clients. Our client is obligated to comply with our data sharing agreement ensuring the continued protection of your personal data. Additionally, during the specified timeframes, our client is contractually obligated to share any information they obtain about you in relation to your assignment with the employment business.

Agency Worker – Please Note

If you are asked to undertake an alternate role or duties for which you have not received appropriate training or to complete different hours to those detailed within this assignment schedule you must notify the employment business as soon as reasonably possible. You will not have normal hours of work as a temporary worker. Given the nature of your work, your hours will vary. We will inform You of your hours before each assignment and confirm the specific shift within the assignment schedule.

An updated Assignment schedule will be issued to you:

1. Weekly confirming your current assignment details, any amendments to hours of work, pay rate in line with any enhancements under AWR once qualifying period is reached and updates on any health & safety information;
2. In the event of a new assignment being offered and accepted;
3. You must notify the employment business of any hours completed elsewhere, paid, unpaid or voluntary in so far as they relate to enabling the employment business to effectively track and manage your hours in line with the Working Time Directive;

Client – Reminder contractual details regarding the supply of Agency Workers by the employment business. http://www.gap-personnel.com/downloads/privacy_notice_client.pdf

The employment business confirms that:

1. The candidate is willing to work in the position offered;
2. The candidate's RTW has been checked and verified as acceptable for proof of right to work in the UK;
3. The candidate has the experience, training and qualifications required for the position;
4. Copies have been taken of all qualifications or authorisations required by law and / or any professional body for the role being undertaken;
5. The candidate is being supplied under a Contract for Services agreement;
6. It is the responsibility of the client to notify the employment business if any of the above information relating to the role, pay and health and safety is inaccurate;
7. Charge rates will apply as per your rate confirmation letter, SLA or rates matrix as applicable;
8. Invoicing frequency will apply as per your Terms of Business;
9. All assignments are assumed to be subject to, or to the right of, Supervision, Direction and / or Control unless otherwise evidenced;
10. The candidate's personal data will be processed in line with Privacy Notice for data processed for temporary workers, Data Protection Policy and Data Protection Procedure; information will be made available upon request by the client to fulfil our contractual obligations, as a reminder you are obligated to comply with our data sharing agreement ensuring the continued protection of the agency workers personal data.