

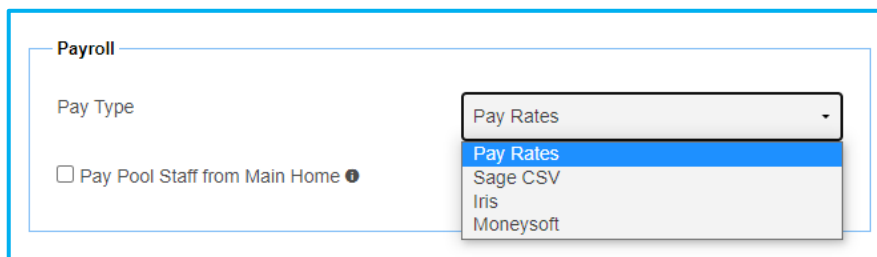
# guide to running payroll in CoolCare

Payroll in CoolCare combines the hours worked by your staff from the timesheet and your payroll information to create reports which you are able to export from CoolCare and import into other programs or use as is. How you run payroll outside of CoolCare may affect how you need to export it; this guide will be able to help you set up CoolCare to handle your payroll needs.

## payroll configuration

Depending on how you process payroll outside of CoolCare, you will need to configure the system in order to ensure the payroll data is output in a format you are able to use. The format you use will change how some parts of the payroll information is input in CoolCare. These settings can be found in the **System Configuration**:

- Navigate to **System Configuration**, found in the CoolCare's main menu in the top right corner
- Select the **Staff** tab
- Select your chosen format in the **Pay Type** box
  - If you use an external program to process payroll such as *Sage Payroll*, *Iris* or *Moneysoft*, select their option in the drop-down menu
  - If you do not use one of those programs, select *Pay Rates*
- Once chosen, click **Save** at the bottom of the page



The screenshot shows the 'Payroll' configuration section. It features a 'Pay Type' dropdown menu with the following options: 'Pay Rates' (highlighted in blue), 'Sage CSV', 'Iris', and 'Moneysoft'. Below the dropdown is a checkbox labeled 'Pay Pool Staff from Main Home' with a small circular help icon to its right.

Underneath the Pay Type there is the option to *Pay Pool Staff from Main Home*. If you have multiple homes within your company and some pool staff that work in more than one home, enabling this option will ensure their payroll information is collated on to one home. If disabled, pool staff will have multiple payrolls for each home they work in.

## statutory holidays

In CoolCare you can set up Statutory Holidays and specify what regions they apply to and what Special Pay Code applies on this day. This enables you to set double time or similar rates of pay on specific days, for chosen locations.

- Open the menu in the top right corner of CoolCare
- Select **Lookups**
- Select **Statutory Holidays** from Staff Lookups
- Select **Insert** to add a new Statutory Holiday
- Fill out all the fields and click save

## Statutory Holiday

Date Required

Description Required

Special Pay Code Required

Geolocations Required

## special pay code

The special pay code will be the chosen pay rate/pay code the system uses for any hours worked by staff on that day. The specific rate/code will be set for each staff member/position; see Setting Up Pay Rates/Codes later in this guide for more information.

## geolocation

Geolocation is where the statutory holiday applies to, based on individual home locations. For example, if you set up St Andrews Day as a Statutory Holiday with the Geolocation as Scotland, only care homes within your group that have Scotland set as their Geolocation will use the Special Pay Code set up in the St Andrews Day record. Homes can set their Geolocation in **Care Home – Home Setup – Settings**.

Care Home

Home Setup

Rota Setup

Occupancy Management

Recruitment

Ledger

Maintenance

Reports

Staff Messaging

VNB Configuration

Staff

Residents

General Rooms Staff Positions

Home Settings Email Invoicing

Staff & Payroll Settings

Holiday Start Date Required

Geolocation Required  


England  
Scotland  
Wales  
Northern Ireland

## staff payroll number

You can enter a staff members' payroll number when inserting a new staff record onto CoolCare. Alternatively, you can enter the staff members payroll number after the record has been added to CoolCare.

- Navigate to Staff – Staff Records
- Open the record of the Staff member you need to add the Payroll Number to
- Select H.R. - Positions & Hours
- Click their Staff Position record to open it
- Enter the Payroll number
- Click Save

**Edit Hours change**

Position Required  
Senior Carer

Date Effective Required  
01/06/2022

☐ Bank Staff Position

Hours Per Week Required  
40.00

Holiday Entitlement (days) Required  
29.00

Payroll Number  
1652

[← Back](#) [Save](#)

**Please Note:** You can only amend a staff member's current contracted position, if they have a new position inserted you will not be able to amend any previous positions. Please see our Staff Records guide for more information on position and hours records.

## setting up pay rates

If you are using **Pay Rates** or **Moneysoft** as your chosen pay type in CoolCare, you will need to add the rate of pay for each member of staff individually. If you are using **Sage CSV** or **Iris**, see *Setting up Pay Codes* below.

To add Pay Rates to a staff member:

- Navigate to Staff Records
- Open the record of the staff member
- Select Payroll – Pay Rates

You will see the following screen:

On this page you can input the different rates of pay relating to the different types of hours staff members can work. The number you input will become the hourly rate e.g., 9 is £9/hour, 13.5 is £13.50 etc., make sure to input all the rates you use. If there is a rate you do not use (e.g., your weekend rate is the same as standard) you can leave the option blank, and the system will default to using standard hours instead; however, this does not apply to Booked Holidays or Training, these will need to be input even if they are the same as your Standard Hours. Bank Holidays and Special Day 1-4 refer to the *Special Pay Code* chosen on your Statutory Holiday lookup, please view that section above for more information.

**Please note:** If a staff member has extra positions on their staff record, they will need to be set up with their pay rates for each position. Select from the *Select Available Position* drop down menu to pick different positions and set up their own rates of pay.

## setting up pay codes

If you are using **Sage CSV** or **Iris** as your chosen pay type, you will need to set up pay codes for each individual staff position, within each home. For each position you will need to enter the permanent pay codes and the bank staff pay codes. If your chosen pay type is **Pay Rates** or **Moneysoft**, please follow the *Setting up Pay Rates* section above.

To add Pay Codes to a staff position:

- Navigate to Care Home – Home Setup
- Select Staff Positions
- Open the Staff Position you are adding the Pay Codes for
- Click on the **Codes** tab

You will see the following screen:

The screenshot shows the 'Staff Positions' tab selected in the top navigation bar. Below it, the 'Position' is set to 'Care Assistant' and the 'Department' is 'Care'. The 'Codes' sub-tab is active, showing three sections of input fields:

- Elements which show on the report but not on the CSV file if empty:** Standard Hours (1), Booked Holidays (2), Training (5).
- Elements which will show within standard hours on the report and CSV if the element is empty:** Bank Holidays (7), Special Day 1 (9), Special Day 2, Special Day 3, Special Day 4, Saturdays, Sundays, Saturday Holiday, Sunday Holiday.
- Element which shows separate on the report but are included in standard hours on the CSV when element is empty:** Extra Hours (6), Other Hours.

At the bottom, there are three buttons: 'Back', 'Save', and 'Archive'.

Here you can enter the pay codes used by your payroll software that relate to different rates of pay. If there is a code you do not use (e.g., your weekend rate is the same as standard) you can leave the option blank, and the system will default to using standard hours instead; however, this does not apply to Booked Holidays or Training, these will need to be input even if they are the same as your Standard Hours. Bank Holidays and Special Day 1-4 refer to the *Special Pay Code* chosen on your Statutory Holiday lookup, please view that section above for more information.

**Please note:** Bank Staff have a separate tab to set up codes for. Under the Payroll section you can run the Pay Codes Report which will show all codes set up for all positions including Bank Staff. This is useful for catching any missing codes after you have set up your positions or if you have any missing codes on your payroll report.

## running payroll

CoolCare will combine the pay information you have input with the hours staff have worked, taken from the timesheets. For further information on the timesheets, please check our *Managing Timesheets* guide.

To run payroll from CoolCare:

- Navigate to Staff - Payroll
- Enter the start and end dates of your payroll period

You will have several reporting options:

Dashboard
Care Home
Staff
Staff Records
Rota
Timesheet
Calendar
Payroll
Agency Ledger
Reports
Residents

## Payroll

Start Date Required  
01/08/2022

End Date Required  
31/08/2022

[View Report](#)

Pay Type: **Pay Rates**

[Export Payroll Data](#)
[Export Timesheet Data](#)
[Holiday Av. Hours Calc Report](#)

[Payroll Accrual Report](#)

**Please note:** The reports available and their layout may vary depending on your chosen pay type.

## payroll report

Selecting **View Report** will produce the payroll report. This report displays all staff members with a breakdown including hours worked, hours type and rate of pay.

**Please note:** The payroll report will not reflect salaried staff with salary rate, it will only display hourly rates. If you require this information, you must work out salaried staff's hourly rate. You can then add this to CoolCare's payrates, this will now display on your payroll report.

1652 Amelia Watson					
Main Position	Bank	Type	Hours	Pay Rate (£)	Pay (£)
Senior Carer	No	<b>Standard</b>	<b>82.00</b>		<b>738.00</b>
		Care Assistant	22.00	9.00	198.00
<b>Department</b>	<b>Salaried</b>	Senior Carer	60.00	9.00	540.00
Care	No	<b>Extra</b>	<b>6.00</b>		<b>78.00</b>
<b>Total Hours</b>	<b>Total Pay (£)</b>	Senior Carer	6.00	13.00	78.00
149.00	1365.00	<b>Training</b>	<b>1.00</b>		<b>9.00</b>
		Senior Carer (1 Day)	1.00	9.00	9.00
		<b>Holiday</b>	<b>60.00</b>		<b>540.00</b>
		Senior Carer (5 Days)	60.00	9.00	540.00

**Please note:** If you are using *Sage CSV* or *Iris* as your chosen pay type you will see pay codes instead of the pay rates in this report.

## pay codes report

If your chosen pay type is *Sage CSV* or *Iris*, you will have access to this report. Selecting **Pay Codes Report** will produce a spreadsheet displaying each staff position and the pay codes associated with them. Run this report once you have set up your pay codes to ensure none are missing.

## Sage CSV

If your chosen pay type is *Sage CSV* or *Iris*, you will have access to this report. Selecting **Sage CSV** will produce an export of payroll data for the chosen period. This export can then be uploaded into Sage or Iris, depending on which pay type you use.

**Please note:** In order to run Sage CSV report, you need to view the Payroll Report first.

## export payroll data

Selecting **Export Payroll Data** will produce a .csv version of the payroll report which can be viewed to analyse the information been exported from the system. If you are using *Moneysoft* as your chosen pay type, this report can be uploaded into Moneysoft directly.

## export timesheet data

Selecting **Export Timesheet Data** will produce a spreadsheet detailing timesheet information for the date range requested including if shifts have snapped and any notes put onto the timesheets. This can be used to better validate timesheet hours.

## holiday average hours calculation report

Selecting **Holiday Av. Hours Calc Report** will produce a spreadsheet of each staff member's hours over a longer date range compared to their contracted hours. This report is to assist you in comparing a staff members worked and contracted hours to calculate any additional holiday accrual.

## payroll accrual report

Selecting **Payroll Accrual Report** will produce a spreadsheet combining staff salary and pay information with worked hours from the timesheet for the chosen date range. This report can only be run if your selected pay type is *Pay Rates*, and for a maximum date range of 2 months.

## additional payroll information

As well as the reports you can export, CoolCare will also display additional information about staffing changes during the payroll period you select.

## leavers within period

The **Leavers Within Period** table displays a list of all staff members who have been processed as leavers within the given payroll period.

Leavers Within Period							
<a href="#">Leavers Report</a>							
Pay No.	Name	Position	Start Date	Leave Date	Leave Date Changed	Reason	Holiday Remaining
1173	Mrs Sally Day	Care Assistant	03/11/2021	16/06/2022	16/06/2022	Relocating	76.87

You can export the list of leavers to a spreadsheet by selecting the **Export Leavers** button.

## starters within period

The **Starters Within Period** table displays a list of all new starters who have been processed within the given payroll period.

Starters Within Period					
		<a href="#">Starters Sage Report</a>		<a href="#">Staff Starters Report</a>	
Pay No.	Name	Position	Start Date	NI Number	Tax Code
	Miss Amanda Becker	Care Assistant	01/05/2022		

You can export the list of leavers by selecting the **Export New Starters** button or **Starters Sage Report** to create an export that can be used to upload the new staff to Sage.

## staff changing permanency

The **Staff changing from Permanent to Bank Within Period** and **Staff Changing from Bank to Permanent Within Period** tables show staff who have change their contracts from bank to permanent or vice versa within the given payroll period.

Staff changing from Permanent to Bank Within Period					
Pay No.	Name	Old Position	New Position	Contract End Date	Leftover Holiday Entitlement
	Mr Harry Scott	Maintenance	Maintenance	28/08/2022	19.47

Staff changing from Bank to Permanent Within Period				
Pay No.	Name	Old Position	New Position	Contract End Date
3472	Mrs Sarah Olson	Care Assistant	Care Assistant	14/08/2022

**Please note:** When staff contracts are changed from bank to permanent or vice versa their payroll number will have automatically have been removed.