CoolCare payroll top tips.

CoolCare's pay types.

Coolcare has multiple pay types than can be changed in System Configuration; these control how pay information is stored and how the payroll is output. *Pay Rates* and *Moneysoft* will use Pay Rates on individual staff records, whereas *ADP, Iris* and *Sage CSV* utilise Pay Codes, which are stored against staff positions.

If you find the option for *Pay Rates* has disappeared from a staff record, it may be that the pay type has changed. If you change the pay type back, it will restore the option on the staff records and the pay rates will return.

bank holidays.

You can set up Coolcare to pay your staff differently if they work on a bank holiday; this is done in two parts.

Firstly, set up the bank holidays via the *Statutory Holiday* lookup, where you specify when the bank holiday is and which pay rate it will be paid at. Use either the Bank Holiday rate or Special Day 1-4, giving you 5 different pay options for any given bank holiday.

Once done, you can then set up the pay rates/codes to specify what exactly your bank holiday and special day rates are. This will replace the standard hours rate when calculating payroll for any staff that have worked hours on the bank holidays you have set up.

can pay rates be uploaded in bulk?

Yes, but not by Coolcare users. Uploading pay rates in bulk is a service provided by our support team. If you wish to know more, you can email support@coolcare4.co.uk and our support team will be able to tell you about the service and process.

pay rates changing mid-month.

If you use pay rates for your payroll in Coolcare, you will need to be aware of this process if a staff member's pay rates change in the middle of a pay period to make sure they are paid correctly. There are three steps:

Before changing any rates, run the payroll up to the day before the pay rate would change (e.g., if pay is normally run for a full month but your pay rates change on the 18th, you'd run the payroll for up to the 17th.) Make sure to export and save the reports you need.

Change the pay rates on the staff records by going to *Payroll – Pay Rates* and updating the rates for each staff member.

Run the payroll for the rest of the pay period using the new pay rates. This will give you two sets of payroll reports for this period that account for the pay rate change.

checking your timesheets.

The most important piece of your payroll process is monitoring and amending your timesheets before payroll is run. As the hours on the timesheet are exported to payroll, your payroll will be correct if the timesheet is accurate. We suggest three important steps when monitoring the timesheet:

Use the *Staff on Shift* dashboard widget to keep an eye on staff clocking in/out and adding manual clocks if any are missed. Ensuring staff clock in and out correctly will ensure the timesheet hours are correct.

Check the timesheet daily for anything that is not snapped to shift, these timesheet events may then need amendments to their hours.

Double check any shifts that have been manually changed and authorise them to confirm the hours are correct. This step is optional as all timesheet events will go to payroll regardless of if they are authorised or not.

For more information on checking the timesheet, please check our timesheet guide.

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