

## Automation ePay

NHS payroll departments spend hours tracking down and manually processing hundreds of paper forms containing salary, expenses, absence, contractual and personal data for employees. A manual system is not only time consuming, but prone to delays and errors. With the NHS aiming to go paperless by 2020 and organisations under pressure to drive down administration costs, ePay offers a more flexible, robust, and affordable way to manage claims.



<p><b>ePay was designed by NHS SBS to drive down costs</b></p>	<p>Organisations are saving up to <b>18%</b> on expense payments by <b>improving</b> the accuracy of claims</p>	<p>The average annual saving is <b>£84,600</b> for an <b>acute trust</b></p>
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The system includes four modules, salary, expenses, absence and HR forms, which can be bought individually or as a package.

- ePay can be customised for specific roles, policies and agreements and adapted for use at department, site or organisational level.
- The user-friendly system is accessible 24/7.
- A personalised home screen for every employee incorporating a relevant dashboard.
- ePay allows a centralised approach to information management, which improves the visibility of key reporting metrics, boosting your organisational business intelligence.

<p>ePay is used in <b>32 NHS</b> organisations</p>		<p>The average annual saving is <b>£296,100</b> for a <b>community service</b></p>
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## ePay – Expenses

Offers seamless travel and expenses settlements, designed to support duty of care and maintain compliance.

- Enables your organisation to enforce local policies and is updated with the latest HMRC legislative changes and tax regulations.
- Improves the accuracy of claims by using Ordnance Survey data to calculate mileage.
- Aids compliance by allowing employees to record and upload information required for driving whilst on company business.
- Helps to monitor, analyse and take action on ways to reduce your organisation's carbon footprint by capturing your employees' travel data.
- Can identify spending patterns to help you reduce costs.
- Fulfils the requirements of ESR, supports the Agenda for Change pay scheme as well as medical and dental arrangements for reimbursing staff.
- Enables the appropriate assignment to be defined for each expenses claim and provides for an organisation to be selected for bank assignments and a distinction between 'normal' and 'training' to be made for authorisation purposes.

## ePay - Salary Claims

Offers efficient timesheet and payment management that help to reduce errors and accelerate workflows.

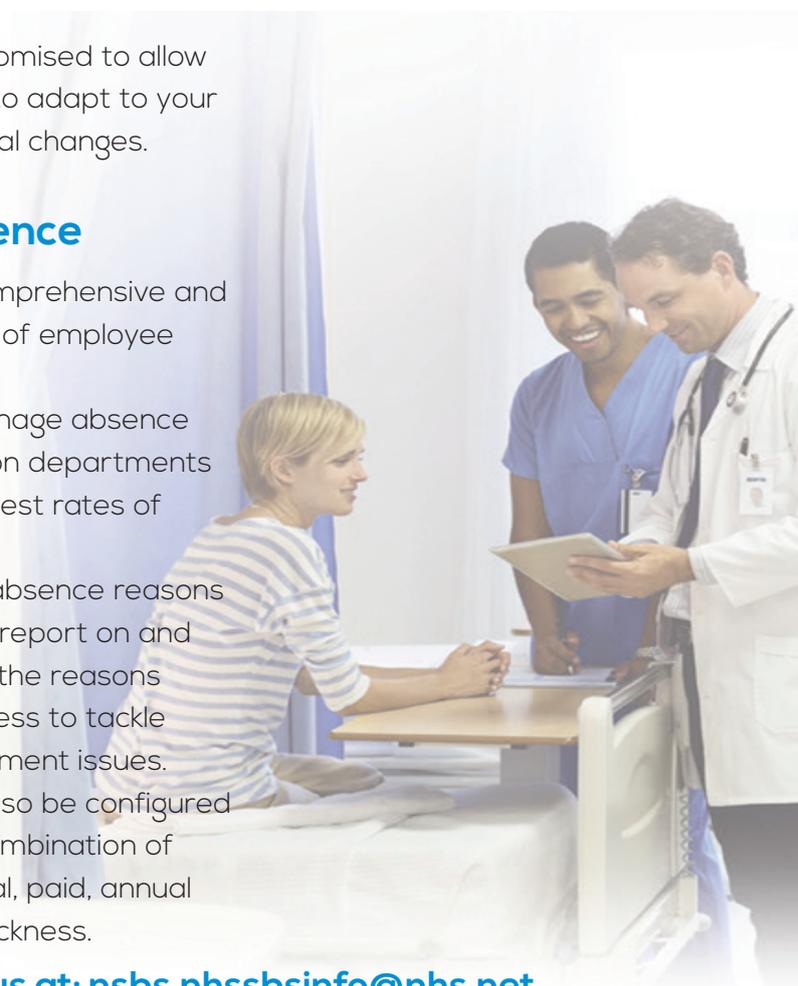
- Reduces overspending by preventing incorrect payments.
- Employees can only see categories of claims they are eligible to make.
- Prevents bottlenecks through visibility during processing to allow approvers to be chased and neglected claims to be escalated.
- Provides an organisation to be selected for bank assignments and allocates costs to the correct cost centres.
- Can be customised to allow the system to adapt to your organisational changes.

## ePay - Absence

Establishes a comprehensive and accurate picture of employee absence.

- Helps to manage absence and report on departments with the highest rates of absence.
- Mandatory absence reasons allow you to report on and understand the reasons behind sickness to tackle local employment issues. These can also be configured to allow a combination of study, special, paid, annual leave, and sickness.

- Allows managers to be alerted when employees book their annual leave. All approvals and changes can be made through the online system.
- A bi-directional interface takes data to and from ESR daily.
- Meets employment law requirements by managing your organisation's accrual plans, ensuring owed leave is actively managed (saving potential costs), and identifies absence trends across departments.
- Increases the visibility of absence 'trends' and helps identify problem areas.



## ePay - HR Forms

An automated workflow for starters, leavers and HR changes which makes the HR lifecycle more efficient, timely and accurate to manage.

- Reduces courier and postage costs across the organisation by enabling managers to electronically submit forms for New Starters, Terminations and Contract Variations, and allowing employees to initiate a Change of Bank Details.
- Clarifies internal processes, ensuring that completed forms are automatically sent to the right departments and approvers.
- Reduces late leaver overpayments by ensuring managers update employee information in a timely manner.
- Helps to reduce fraud and enables more options for debt recovery.
- Supplies an audit trail of information when going through debt management procedures.

## ePay in practice

**CLIENT:** Derbyshire Community Health Services

**PROJECT:** ePay Expenses

*We chose ePay as the system is easy to use and links directly to the Electronic Service Record (ESR). Historically, we relied upon a paper-based approach, which was inaccurate and delayed staff payments, plus missing information caused delays in some employees receiving payment. There are of course other financial savings around the charges associated with paper claims. You need to consider the cost of printing, copying, faxing and of course posting. In our case around 30,000 paper claims each year, we estimated the saving to be around £3k per annum.*

*Early on during implementation, the NHS SBS ePay project team identified 842 claimants who were not entitled to essential car user allowances, which resulted in a £315,000 saving. We rolled ePay out to our community of 2,500 users. So far we have saved 9% of business mileage through employees using the ePay system.*

**Brian Summerfield,  
Head of Procurement.**

## ePay in practice

**CLIENT:** Greater East Midlands Commissioning Support Unit

**PROJECT:** ePay Expenses & Salary delivered to 20 Clinical Commissioning Groups (CCGs) Management support

Working towards the NHS vision of a paperless environment, Greater East Midlands Commissioning Support Unit made initial savings of £31,000 by delivering paperless expenses through the organisation. Not only does this ensure all approvals can be tracked and managed electronically, but this simple solution delivers efficiency savings of up to £100,000 per annum. Paper delays are a thing of the past and everyone can access ePay through any web browser, so there was no complex installation process to go through.

Authorising managers are now assured of the accuracy of mileage claimed as ePay uses Ordnance Survey data to track accurate mileage. ePay also provides the ability to request evidence of driving licences and insurance certificates, which proved invaluable in helping to reduce the risk of the organisation being held to account for staff conducting business journeys whilst ineligible to drive.

**Greg Chambers,**  
Head of Workforce Systems.