This page provides guidance on common tasks undertaken by the TES and Payroll teams when using the Temporary Employment Service application. Clicking on any of the hyperlinks will open the online help guide allowing you to view further guidance details.

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How do I log in?
Use your Internet browser to navigate to https://hrsystems.admin.cam.ac.uk/tes-webapp.

Log-in with Raven and you should see your home screen:

From here you can use the tabs to access Clients, Jobs, Workers, Timesheets and Reporting:
If you are a Payroll team user you will see only the relevant parts of the application, primarily the Payroll tab at the top of the screen:

If you have any queries about how to logon and your access rights, please contact the Service Desk on http://www.ucl.cam.ac.uk/support/service-desk/

**What Job Type should I use when setting up a job?**
You will need to use ‘Assistant CS (36.5 hours per week) as standard for all jobs to start with. This may change in future but you will then be advised separately.

**What format is used for the Job Reference number in the new application?**
The existing Access database uses 2 sets of 4 digits separated by a / slash as the job reference. The job reference when brought across from Access is reformatted without the slash.

New job references generated in the TES application will be generated in the format YYYY1xxx. E.g. 20161001.

This will lead to a slight anomaly for a while on the submitted paper timesheets as some workers will use a / and some will not.

**How do I add different levels for a skill?**
You will need to reflect the difference in skill levels in the description field as show below:
Future release of the application may extend the capabilities in this area so that you can record scores.

**Why do all of the roles need to be set-up when the job is created?**

The roles are used by the application when generating letters. When release two goes live (with workers entering their own time) then the timesheet authoriser will be the person who receives the notification to approve the timesheet before it is passed to the TES team.

The person who sends in the request should be added as all three of:

- Key Contact;
- Assignment agreement contact; and
- Invoice contact.

The reports to person should be added as both:

- Supervisor; and
- Timesheet authoriser.

If you only have one contact person then this person should be set-up in all of the roles for the job.

**How are roles used within the application?**

If you are setting up a new job then the roles should be assigned according to the following rules.

The person who sends in the request should be added as all three of:

- Key Contact;
- Assignment agreement contact; and
- Invoice contact.

The reports to person should be added as both:

- Supervisor; and
- Timesheet authoriser.

**Why are jobs set-up earlier on the new application and does this affect the 9-month rule?**

The job is set up earlier so it can be matched to. This isn’t a problem for the 9 month rule as the job can be set up with a start date and if the person starts at a later date the assignment can have a later start date, which is what will display for the worker in the assignment.

**How will we know what to enter for the relationship of an emergency contact?**

This information is not currently requested from the worker. The current TES form will be revised to add this question.
What working hours should I enter for a Tier 4 worker?
For example, for a Payroller who is a Research Assistant with a Tier 4 right to work that is restricted to 20 hours.

If you know the actual working pattern then you should enter it. Otherwise, you should use the pattern ‘Full week Monday – Friday’.

I do not have any bank details yet for the worker, can I still assign them?
Yes, you can still set up the worker and assign them to a job. You can then generate the assignment agreement.

If there are no bank details present when the worker record is saved, then an entry for the worker will be set-up in the pending bank details list on the TES home screen:

Once the details have been received and entered the record will synchronise with CHRIS and the worker will be added to the payroll.

How do I determine whether a worker should be a ‘Payroller’?
To answer the question ‘Payroller?’ under worker use the following rules:

- If the worker is currently registered in the temp pool then the answer should be recorded as ‘no’.
- If the worker’s assignments indicate that they are only one of or a combination of any of ‘NMH, Intern or Payroller’ then the answer should be recorded as ‘yes’.
How have worker email addresses been transferred from Access?

If the address is a recognised University email address then the email address was brought across into the work email. The following are allowed as University / NHS addresses:

Email addresses ending in:

- @cam.ac.uk
- .cam.ac.uk
- @nhs.uk
- .nhs.uk
- @nhs.net
- @newton.ac.uk
- @cambridgeesol.org
- @cambridgeassessment.org.uk
- @cambridge.org
- @ucles.org.uk
- @adctheatre.com
- @ocr.org.uk
- @bioresource.nihr.ac.uk
- @cie.org.uk

Addresses in any other format were transferred into the personal email address field.

What passport details do I need to record?

The issuing country field must be completed no matter what right to work evidence is presented.

A worker may present a national identity card or a birth certificate and NI number rather than a passport but it should still be possible to identify their nationality from their documents though and the issuing country field should be completed no matter what documents have been presented.

How are bank details validated?

Some initial validation for length of field and format will be done when you enter the information in TES.

Once the bank details have been entered they will be transferred to CHRIS and then become subject to the normal validation checks during the payment process. For example, the payroll checks validate that the bank account number exists for the banking organisation and branch represented by the sort code.

For security reasons, once the bank details have been passed to CHRIS they cannot be re-entered. The payroll team will therefore need to take responsibility for correction within CHRIS and will contact the TES team outside of the system regarding issues with the details provided.
How can I identify the correct job when generic job titles may be in use?
The potential problem with generic job titles such as Research Assistant where there are many within the same department and could therefore be difficult to match the correct worker with the correct job. It may be necessary to note the job reference number on the paperwork initially and for the future a more meaningful job title may need to be adopted.

What expected end date should I use for NMH assignments?
The system requires an expected end date for all jobs and assignments but the NMH assignments do not come with an expected end date. This may change in future but for now use 9 months after the start date.

Why is the Assignment Agreement Letter much briefer in the new application?
There is an attachment that needs to be sent out with the letter. The letter has the personal details and then generic T&Cs need to be attached from the stock pile in the office. This is the same process that contracts now use.

What is filled in as the ‘Reports to’ person for an assignment agreement?
When you set up a job the reports to person should be added as both:

- Supervisor;
- Timesheet authoriser.

The Job supervisor role will then be used when generating the assignment agreement.

Who will sign the letters?
All of the letters will have the TES Team Leaders name on them. When responses come back to the team it will therefore not be obvious which person assigned the job. TES internal process will therefore be modified so that it is clearer who within the team issued what letters.

Who are shown as manager and supervisor on the client letter?
Roles are set up for each job when it is created. The roles are then used within the letters. There is an assignment agreement contact and a timesheet authoriser role. These could be different people and if so then the letter will show both names.

Where can I see the holiday position for a worker?
This can be seen on the timesheet for the worker:
The first field shows the accrued holiday balance imported from the Access database for that worker. This includes unclaimed holiday accrued in all years across all of the worker's assignments.

The second field shows the current holiday situation and is comprised of any leave earned in the assignment plus the brought forward value from Access.

**How do I claim holiday for a worker?**

You can enter the holiday to be claimed on the timesheet entry screen:
Enter the total holiday to be claimed into the ‘Holiday to be paid with this timesheet (hours) field.

The holiday will then be added to the amount to be paid out for the week and will show on the check timesheet screen:

How has the workers cumulative holiday balance been brought across from Access?
All of the leave outstanding in Access for a worker has been added together across all years and all of the workers assignments.

This single figure has been migrated into the new application and can be seen on the timesheet:

How is holiday paid out at the end of an assignment?
On the timesheet for the worker, when you tick the ‘Last timesheet for this assignment box:
The remaining leave for the assignment is paid out and this can be verified by looking at the entry for the timesheet on the check timesheet screen. The hours and minutes claimed should show in the ‘Holiday claimed’ column:

How do I record sickness for a worker?

Sickness is recorded on the timesheet for the worker for that week. Click on the ‘Mark sickness’ button:
Where can I find the job reference for a worker?

Using the ‘Worker’ tab option ‘Find/Create worker’ click on the ‘Search for worker’ button:

Select the worker and click on the edit button to access their details:
The workers assignments will be listed and you can click on the link in the Job Title field in order to see the details for the selected assignment:

Next click on the View assignments option and the Job reference can be seen in the header and body of the screen:
How do I extend an assignment?
Under the worker tab, click on ‘View Assignments’ and change the expected end date ensuring that you add a comment, your initials, the date and the person who is requesting the extension.

Please note: that when you are updating the expected end date for an existing temp you can just key the new date into the field and the change will be saved. You do not need to click on a save button.

You will then need to go to the ‘generate correspondence’ option on the Job tab in order to select and generate an Assignment Extension letter.
How do I make a worker a leaver?
From the worker tab:

Select the ‘Leaving’ option:

The following screen will then be displayed:
You can then enter the leaving details then click on the save button.

The worker will then be shown on the list of leavers to be acknowledged on the ‘Workers Leaving’ menu on the main TES home tab:

One the acknowledge button has been clicked, the worker will be marked as a leaver, the availability will be updated and the worker will no longer appear during matching or searching unless the box to include leavers has been clicked.
How do I arrange for a P45 to be issued?
From the worker tab:

Select the ‘Leaving’ option:

The following screen will then be displayed:

You can then choose to request that a P45 be issued to the worker by selecting yes from the drop down list:

![Is P45 Required](image)

Please note: that you can also record details of a transfer on this screen.

What leaving reasons will be available when a worker leaves the service?
The leaving reasons will tie in with the reasons currently used when entering leaver information in CHRIS. There will therefore only be two options:

- Death; and
- TES Leaver.