

# Payroll FAQs

## What is My Pay

My Pay is part of My view the university payroll self-service module. My Pay has simple, interactive payslips, which colleagues can compare month by month.

My Pay also has a comprehensive help FAQ section.

## When will I get my payslip?

Payslips are all available for substantive post holders via the MyView service portal on StaffNet. If you receive a hard copy payslip, this will be forwarded to either your area of work or home address. For Leavers, your final payslip will be forwarded to your home address.

## What is the University of Manchester PAYE tax reference number and how can I contact the tax office?

- Tax Reference no: University of Manchester 080/AZ59379
- Telephone number 0300 200 3300

## My Tax Code is incorrect.

Tax codes are advised to us by HMRC therefore please contact HMRC if you think your tax code is incorrect for any reason. Please select the link below for more information or contact via telephone:

<https://www.gov.uk/tax-codes>

Telephone number 0300 200 3300

### Note:

- Scottish Taxpayers code should begin with S.
- Welsh Taxpayer code should begin with C.

If not, you could be paying the wrong rate. Please contact HMRC for advice.

HMRC will require your

- NI number
- Tax Reference no: University of Manchester 080/AZ59379

Why have I paid more tax than my colleague, who is on the same pay as me and started on the same date?

Please check your previous payslips to see if your tax code has changed since previous pay. If it has, please contact the Tax Office on 0300 200 3300 to discuss.

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Please note each colleague has different circumstances and therefore tax deductions may vary.

When is pay day this month / when is Payroll cut-off this month?

- Mid-Month Pay day is normally the 15th day of the month (unless a weekend or bank holiday where pay will be made on the last working day at end of week)
- End of Month Pay day is normally the last working day of the month, apart from Christmas.
- This detail can be found on MyView MyPay widget.

What do I do if I have changed my bank account?

To change your bank account, go to MyView. From the left-hand side, you will be able to select change bank details. (Note if payroll has been completed for the month, the change will take place the next month).

My pay has changed, for what have I been paid?

Check your payslip on the MyView to see what has changed. If you do not recognise a payment or adjustment contact [People-od.operations@manchester.ac.uk](mailto:People-od.operations@manchester.ac.uk) for further assistance.

Changes can be:

- Sickness Absence payments
- Changes in contract
- Incremental/ yearly pay increase.
- Changes to deductions
- Additional Third-party deductions
- Change in tax code.

## Can I get an advance on my salary?

The University does not offer advances against salary payments.

## Why do the payment details on my P60 not match my annual salary?

Your P60 will show total taxable pay for the year. If you have any salary sacrifice deductions (such as pension or Childcare Vouchers) your taxable pay will be reduced.

## Where can I find the most up to date salary/pay scales?

Information on current pay scales and allowances for all colleagues, is available from the link below:

[Pay Scales | Directorate of People and Organisational Development | StaffNet | The University of Manchester](#)

## I have not been paid my overtime. Can you tell me when this will be paid in my wages?

If you receive your salary mid-month, the deadline for submitting your overtime claim is the first of every month.

If you receive your salary at the end of the month, the deadline for submitting your overtime claim is the 13th of every month.

Payroll can only make payment where information has been provided. Please contact your Line Manager/Admin to confirm that your overtime has been sent, and the date. If this is after the agreed dates above, your overtime will be paid in the next pay run.

For more details on overtime please select the link below:

<https://www.staffnet.manchester.ac.uk/people-and-od/current-staff/pay-conditions/overtime-claims/>

My hours change has not been applied to my wages.

Please contact People-od operations [People-od.operations@manchester.ac.uk](mailto:People-od.operations@manchester.ac.uk) for further assistance.

I am on the wrong pay scale/pay point?

Please contact People-od operations [People-od.operations@manchester.ac.uk](mailto:People-od.operations@manchester.ac.uk) for further assistance.

How do I stop payments towards Childcare Vouchers

To stop your childcare vouchers, you will need to contact Kiddi Vouchers. They will then instruct payroll.

How do I apply for Childcare Vouchers?

Please note the scheme operated by Kiddi Vouchers was closed to new applications in October 2018. Colleagues who are currently participating in this scheme can continue to use it.

If you are not currently participating in a scheme, further information on getting childcare and help with childcare costs is available at the link below:

[Get childcare: step by step - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

I am a new colleague, but I have not received my first wage yet.

Please contact People-od operations [People-od.operations@manchester.ac.uk](mailto:People-od.operations@manchester.ac.uk) for further assistance.

Why have you deducted a Manual Advance on my payslip for the Payment, you gave me, when this was money due to me?

An advance payment is an advance on your salary. In your payslip you will see the full gross amount arrears due to you on your payment side, minus the advance paid on deductions. This will ensure that your year-to-date information is correct as well as your tax, national insurance, and pension deductions.

I am State Pension Age, so why am I paying National Insurance Contributions?

The payroll system will automatically change your national Insurance information over on your state pension age on the system. Please contact [Payroll@manchester.ac.uk](mailto:Payroll@manchester.ac.uk) to discuss.

My Council Tax/AOE amount is incorrect or not coming off my wages?

You will have received documentation from the council/area. If this has not been applied as per instruction, please contact [Payroll@manchester.ac.uk](mailto:Payroll@manchester.ac.uk) to discuss.

Why have you deducted a Student Loan/(DEA) Direct Earnings Arrestment/ (DEO) Direct Earnings Order (EA) Earnings Arrestment/ (CCAEO) Conjoined Earnings Order?

When we received a Student Loan/(DEA) Direct Earnings Arrestment/ (DEO) Direct Earnings Order (EA) Earnings Arrestment/ (CCAEO Earnings Order for you, you should receive a copy too. We cannot stop this until we receive a stop notification from them to do so.

How do I stop or change deductions for other third parties for example Unions from my pay?

Please contact the source of the deduction, to arrange. Payroll will then be instructed to cease deductions.

I am in receipt of Universal Credit and my benefit ceased this month. I have been advised that I was over the cap for the month due to having received more than one pay in the month. Can the council do anything to stop this happening?

This affects any colleagues who may have receive additional pay in the pay month. As this is personal information payroll are unable to talk to universal credit.

Further information can be found at

<https://www.gov.uk/government/publications/universal-credit-different-earning-patterns-and-your-payments/universal-credit-different-earning-patterns-and-your-payments-payment-cycles>.

I received notification of an overpayment of salary. Who do I contact to discuss repayments?

Please contact People-od operations [People-od.operations@manchester.ac.uk](mailto:People-od.operations@manchester.ac.uk) for further assistance.

I recently left or retired. When will I receive my P45?

P45's will be issued to your home address the first week after your final pay has been made. If you have not received this within 1 month of leaving, please contact [People-od.operations@manchester.ac.uk](mailto:People-od.operations@manchester.ac.uk) for further assistance.

If you retired and are in receipt of a pension, please note that your P45 is automatically sent to HR pensions [pensions@manchester.ac.uk](mailto:pensions@manchester.ac.uk) to allow them to process this along with your pension for tax purposes.

I have lost/damaged my P45/P60. Can you send me a duplicate copy please?

Unfortunately, we cannot issue a duplicate P45/P60s. You are instructed in your final leavers letter to take copies of these from my view.

Please contact the Tax Office on 0300 200 3300 to discuss other options.

HMRC will require your

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I left just before the end of the Tax Year. Why didn't I receive a P60?

If you were issued with a P45 before the end of the tax year, no P60 will be issued.

I am still receiving pay for a position that I have recently left. I think I have been overpaid. How can I repay this?

Please contact [People-od.operations@manchester.ac.uk](mailto:People-od.operations@manchester.ac.uk) for further assistance.