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**Verification of accurate charging, invoicing and timesheet processing**

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| **Policy Contact** | Matthew Betteridge |
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One Call 24 has instilled robust processes to guarantee the accurate charging, invoicing and processing of timesheets.

All workers are talked through the timesheet and payment process as part of the recruitment process, with additional information provided with the Terms & Conditions and Agency Worker Handbook. The idea is to provide the workers with the necessary knowledge so once again, the number of discrepancies is greatly reduced.

One Call 24 ensure that all workers are provided with a timesheet which includes specific NHS Protect measures to prevent fraud.

When a worker has completed their assignment they will then send a copy of their signed timesheet over to One Call 24 either by fax or by email.

Initially, One Call 24 will check the timesheet supplied to ensure the following field have been completed:

* Worker’s Name
* Job Title
* Start Time
* End Time
* Rest breaks
* Total Hours Worked
* Full client address details
* PO/Reference Number
* Agreed Expenses
* Counter Fraud declaration signed and date by the Agency Worker
* Counter Fraud declaration signed and dated by the Authorised Officer
* Printed name and job title of Authorised officer

If there are any discrepancies, the concerns will be raised with the client and the worker to establish why inconsistencies have appeared. Necessary action will be taken in order to rectify the concerns highlighted, which may include following the NHS Counter Fraud process, should it be necessary.

NHS Protect

**Address:** Complaints NHS Protect, Skipton House, 80 London Road, London, SE1 6LH

**Phone:** 0207 895 4500

**Email:** [complaints@nhsprotect.gsi.gov.uk](mailto:complaints@nhsprotect.gsi.gov.uk)

If an incomplete timesheet is received, this will be forwarded back to the relevant party in order to be completed correctly.

Once the timesheet has been checked and confirmed to be correct, this will be forwarded onto the finance department in order for them to generate the relevant invoice. Their policy is attached.

As part of the timesheet process, One Call 24 require all worker’s to confirm as to whether they have received Induction & Orientation training on day 1 of their assignment. The question is provided in the form of a simple tick box answer and unless complete to confirm either way, will mean that the timesheet process is delayed.

One Call 24 also sees the signing of a timesheet as an opportunity to obtain feedback on a placed worked and the shift completed. A simple feedback template has been incorporated on the timesheet which allows the client to provide feedback on the One Call 24 worker as part of the agreed contract. This information will then be reviewed by One Call 24 and fed back to the candidate where necessary.

**Invoicing**

One Call 24 shall have the facility to process timesheet to support the contracting authorities invoicing requirements.

Timesheet are verified against the information provided on the recruiter system, including (but not limited too):

* Invoice address
* Invoice procedure
* Verify Charge rates
* Purchase Order Number required
* Commission Rates
* Expenses (where applicable)

All invoices must carry the following information in order to be acceptable (as a minimum):

* Invoicing address and contact details for any invoicing queries
* Invoicing date
* Unique invoice number
* Purchase order reference number.
* Authority name
* Location of shift worked.
* Agency workers full name
* VAT
* Grade of worker
* Date of each shift worked assigned to the invoice
* Total number of hours claimed as per the timesheet
* Hourly charge rate
* Total costing of the invoice
* ABI/Management fee
* Commission Rates/Discount Rates

Any invoices that are returned with discrepancies/queries will be raised with the trust and relevant worker in order to rectify swiftly. If evidence of fraud is highlighted, One Call 24 will notify NHS Protect and follow whatever guidance and advice is supplied.

**Verification of Accurate Charging**

All charges are in line with the Monitor Rate Capes/Framework Agreement, with One Call 24 ensuring that the rates are fully detailed on corresponding invoices.

The Accounts Manager will contact the client to obtain and verify:

* Invoice address
* Invoice procedure
* Verify Charge rates

The above information will be inputted into One Call 24’s recruiter system and can only be amended by the accounts manager. The Pay Rate: Consists of the Actual Pay-Set out in the Framework agreement and terms and conditions against hours recorded in line with timesheet detail.

The Charge Rate: includes the following:

* Actual Pay Rate
* Working time regulations 12.07 % or Agency Work Regulations 15.56% (if qualified over 12 week period)
* National Insurance 13.8%
* Pension
* Agency Fee – Standard Commission
* ABI/Management Fee
* Vat charge