



Verification of accurate charging, invoicing and timesheet processing

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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, job title and dated by Authorised officer
- Printed name, job title and dated by the candidate

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

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):

- Supplier's official company name (and/or logo), invoicing address and contact details for invoicing queries that align to this Agreement;
- Invoice date;
- sequential invoice numbering
- purchase order number/booking reference number (as applicable);

- Authority name;
- Temporary Workers full name (forenames and last name), as listed in the relevant Professional and Regulatory Body's professional register, as appropriate;
- Job Profile title and Band of Temporary Workers supplied;
- date of each work assignment to which the invoice applies;
- total number of hours worked by the Temporary Worker(s) as per the authorised timesheet (with a clear deduction of meal or rest breaks);
- Hourly Pay Rate, incorporating any adjustments as appropriate, paid to the Temporary Workers (£ per hour);
- the WTR Element, as appropriate, in respect of the Temporary Worker's assignment in accordance with legislation (£ per hour);
- total amount paid to the Temporary Worker(s), shown as an hourly rate and then multiplied by the total number of hours worked by the Temporary Workers (excluding meal or rest breaks) (£);
- ENIC, as appropriate, charged by the Supplier for the Temporary Workers (£ per hour) in accordance with legislation;
- details of any travel expenses, other disbursements and/or accommodation payments,
- details of commission charged
- Total cost (£) of the invoice exclusive of VAT;
- VAT (£) (charged as appropriate in accordance with HM Revenue and Customs statutory limits and guidelines);
- Total cost of the invoice inclusive of VAT (£ if applicable);

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.

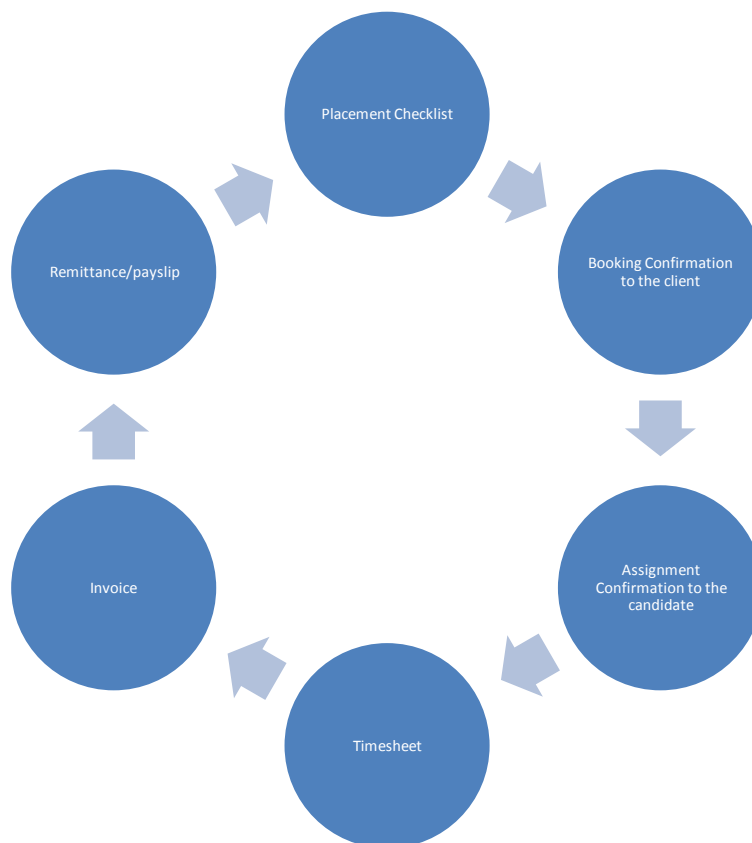
The Charge Rate: includes the following:

- 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

Audit

As part of the framework audits for which we undertake, OneCall24 will ensure that the following information is made available to auditors to further verify that the booking process in place is compliant.



The above items will allow both OneCall24 and any auditor to further verify that any bookings process has remained compliant throughout. For example, an auditor will be able to confirm that a rate agreed when a job role has been offered remains the same when invoicing the client and subsequently, when paying our candidates.

In instances where the candidates services are utilised via Direct Engagement or where a platform is utilised for a booking (i.e. NHSP, Stafflow etc), OneCall24 will provide screenshots of the portal systems utilised for said booking. This will enable an auditor to verify the booking process followed without signing manual timesheets/payslips etc.

Review

This policy statement will be reviewed annually as part of our commitment to upholding professional standards. It may be altered from time to time in the light of legislative changes, operational procedures or other prevailing circumstances.