Self-Service My Pay User Guide

Welcome to the HR Self-Service User Guide for My Pay.

This guide will provide information on viewing and downloading your pay documents in HR Self-Service using the new My Pay widget, which delivers an improved and more user-friendly way to access your pay documents.

The updated widget provides a clearer layout, with easier navigation between monthly pay slips. You can also download multiple pay slips at once.

The new format of the pay slip is split into clear sections and allows you to toggle between percentage and monetary values as well as cumulative figures for the year to date.

The key features are:

- **Self-Service Dashboard**
- **All Pay Documents**
- **Frequently asked questions**
- **Need further assistance?**

Please note that all images are taken from a TEST environment and therefore may differ slightly to your view

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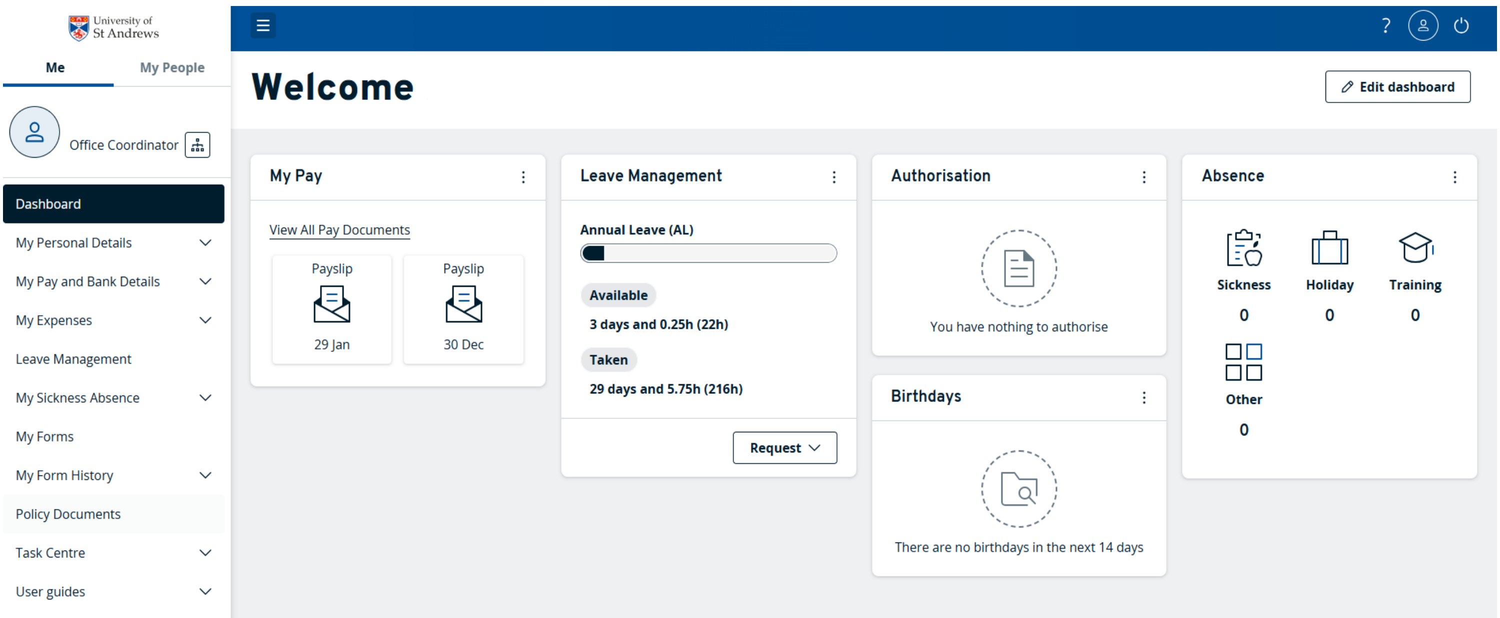
Self-Service Dashboard

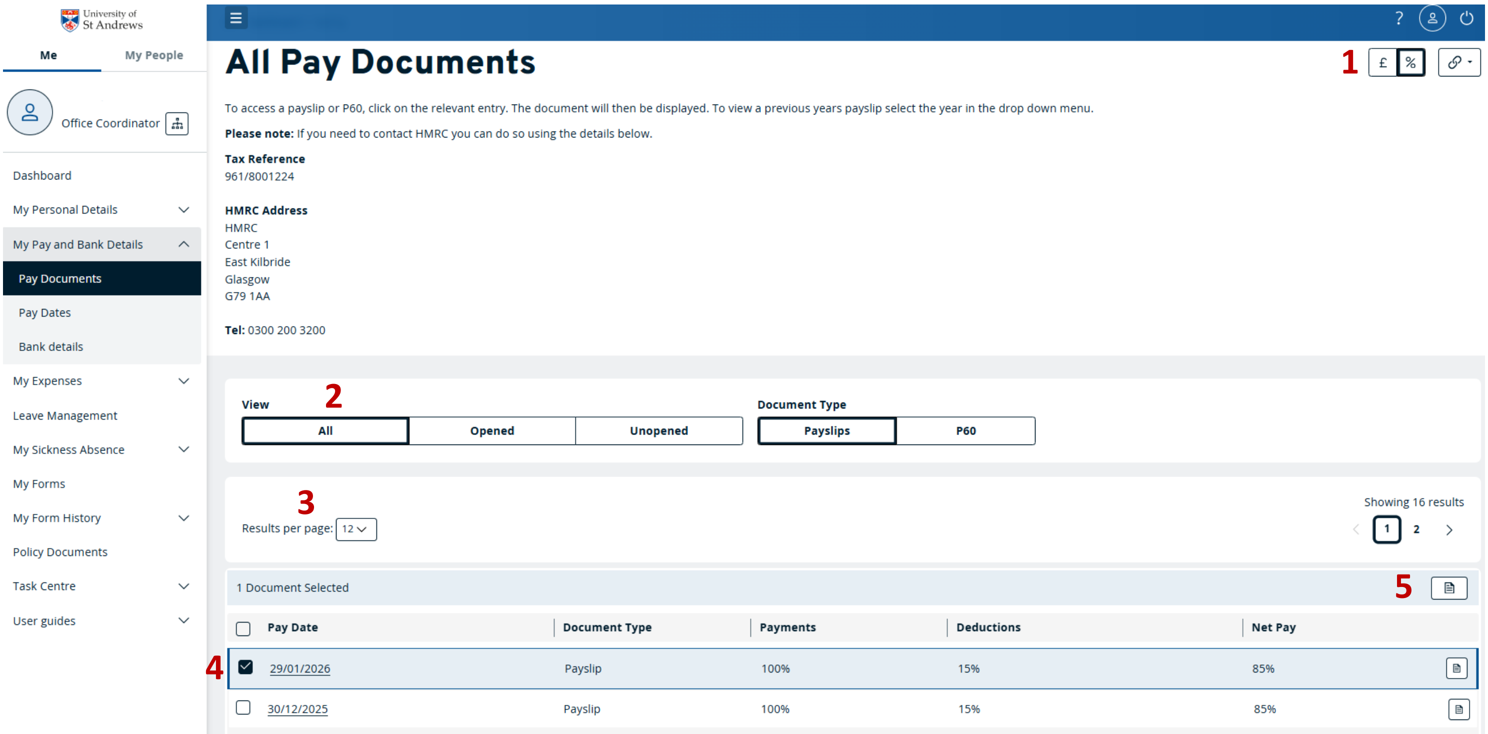
The My Pay widget can be added via the **Edit Dashboard** button in the top right corner of the screen.

From the widget you can select the link to view all pay documents, select current or previous months' pay slips and clearly see which documents are unopened.



All Pay Documents

To access your pay documents, select “View All Pay Documents” from the widget or select “Pay Documents” from the left-hand menu and the screen below will open.



From the ‘All Pay Documents’ screen you are able to customise what documents are displayed and download any pay documents you need.

Each of the numbered key features in the screenshot above are explained in the table below:

Reference Number	Description
1	Click on the appropriate % or £ icon to switch between values and percentages on the summary page
2	Here you can select the view and the document type by clicking on the relevant field
3	You can choose how many documents you see on a page 12, 24 or 48
4	Click on the checkbox by the pay dates to select one or more pay documents you want to action
5	This is the download button which allows you to download the documents you have selected.

Frequently asked questions (FAQs)

What are the monthly Pay dates?

Payday is the second last working day of each month. You can view the monthly pay dates by:

- Selecting the 'Pay Dates' section under the heading 'My Pay and Bank Details' on the left-hand menu in Self-service.
- Accessing the University's Cut-off and Pay Dates page directly via this link: Cut-off and pay dates - Staff - University of St Andrews.

When will my P60 be available?

To receive a P60 you must have been employed at the University on 5th April and/or have started in March and received a payment/pay slip in March. We aim to make them available through self-service in April.

Why does the total pay on my P60 not match my annual salary?

The P60 documents show total taxable earnings for the relevant tax year. This amount may not equate to your annual salary as it is your salary after deducting any salary sacrifice components, such as pension contributions.
https://indeedflex.co.uk/app-whats-new/understanding-your-p60/

How can I change my bank details?

To change your bank details in Self-service, you need to:

1. Click on the 'Pay and Bank Details' in the menu pane on the left of your dashboard and then select the 'Bank Details' tab underneath.
2. On the 'Bank Details' page, there is guidance at the top of the screen which you can follow. Once updated, remember to save any changes by pressing the 'Submit' button at the bottom of the screen.
3. If the system does not recognise your sort code, and you are entering it without the hyphens or spaces, please email the sort code to monthly-ns@st-andrews.ac.uk for assistance.

What is the PAYE reference for the University?

The PAYE reference is 961/8001224.

What is the University's EIN number?

The EIN number is 98-0512283.

I think I am missing a payment – what do I need to do?

Payments may be missing or delayed if they were submitted after the monthly payroll cut-off date and will therefore be processed in the next month's payroll. For fee payments, the references may not clearly state the University's name and so please check for variations like "Xstamonth/Xsam" or similar. For missing timesheet hours, please speak to your line manager or delegated approver to confirm the hours were entered and submitted correctly for processing.

If you have checked the above and still believe a payment is missing, please contact our Pay Team at monthly-ns@st-andrews.ac.uk

How is tax calculated?

Income tax is calculated annually and adjusted each pay period. It considers your taxable gross for the current pay period, your tax code, year-to-date taxable gross, and year-to-date tax paid. Tax deductions will vary with changes in monthly taxable pay.

My tax deduction is higher than colleagues on the same pay. Why?

Tax is calculated based on individual situations, including total taxable earnings and tax code. Differences in salary sacrifice deductions, additional payments, and specific tax codes can result in varying tax deductions.

My tax code has changed, and I want to query this.

Tax codes are provided by HMRC. Any queries regarding your tax code should be directed to HMRC. Any changes will be sent directly to us and updated in the system.

I have a negative tax payment. Why?

A negative tax payment is a refund to adjust your annual tax calculation. This may occur due to a change in your tax code. Compare your current and previous pay slips to identify changes. Contact HMRC if you believe the tax code change is incorrect.

Why haven't I paid any tax since I started?

If you selected on the HMRC starter checklist that you haven't worked in the UK this tax year, you get a tax-free allowance for the entire year. This allowance is spread out over the remaining months of the tax year from when you start. If you don't use the full allowance in one month, the leftover amount carries over to the next month, which can result in no tax being deducted from your pay initially.

What are NI Savings?

NI savings result from pension contributions being deducted as a salary sacrifice. Both the employee and employer save on NI contributions. These savings, along with employer costs, are paid into the Pension Scheme each month.

Where should I go to view my personal tax or National Insurance details?

For information in relation to your personal taxes or National Insurance you can contact HMRC direct via:

- General Enquiries – 0300 200 3300
- Website – Contact HMRC - GOV.UK (www.gov.uk)

What grade/point/salary am I currently on?

This information is available on the HR Self Service portal and can be found by following the steps below:

1. Navigate to your Account icon (your profile image at the top right of the screen) and select 'View My Details'.
2. Expand the 'Appointment History' section and select the 'i' icon next to the Pay Grade field. Once the pop-up window appears, use the expand arrows to view the spinal point value and hourly rate for each entry.

Why do I only see 2 pay slips/P60s in HR self-service?

The My Pay widget on the main dashboard only shows the two most recent pay slips. To view all available documents, select 'View All Pay Documents' located under the My Pay header. From there, you can access P60s by tax year and pay slips by month.

I need to check my pension details – where can I find them?

For information in relation to your pension scheme, contact details can be found on your pension scheme's website or your pension documents.

Need further assistance?

For any additional questions or support, you can use the HR webpages or try the new HR AI Assistant which are available here Human resources - Staff - University of St Andrews
If you still require further assistance, please contact our HR or payroll department directly.

- Pay and Pension queries – monthly-ns@st-andrews.ac.uk
- Self-service queries – hrsystems@st-andrews.ac.uk

We are also always interested to hear your comments. Use the HR Services feedback form to tell us about your experience with HR Self Service or any of the HR systems.