PAYROLL PROCESSING &

SAGE PORTAL GUIDANCE

FOR BUDGET HOLDERS & PERSONAL ASSISTANTS

ALLOCATED TO THE PR1 PAYRUN

April 2025 to March 2026

PAYRUN PERIOD START AND END DATES

Saturday First Day of the 4 Weekly Pay Period	Friday Last Day of the 4 Weekly Pay Period	Friday PA's Pay Day
08-Mar-25	04-Apr-25	04-Apr-25
05-Apr-25	02-May-25	02-May-25
03-May-25	30-May-25	30-May-25
31-May-25	27-Jun-25	27-Jun-25
28-Jun-25	25-Jul-25	25-Jul-25
26-Jul-25	22-Aug-25	22-Aug-25
23-Aug-25	19-Sep-25	19-Sep-25
20-Sep-25	17-Oct-25	17-Oct-25
18-Oct-25	14-Nov-25	14-Nov-25
15-Nov-25	12-Dec-25	12-Dec-25
13-Dec-25	09-Jan-26	09-Jan-26
10-Jan-26	06-Feb-26	06-Feb-26
07-Feb-26	06-Mar-26	06-Mar-26
07-Mar-26	03-Apr-26	03-Apr-26

The above table displays the start date and the end date of each pay period scheduled for your Personal Assistants. The Personal Assistants 4-weekly wages are based on this submission. When each individual PA hours are submitted they must be the total support hours delivered on and between the start and end date of each pay period.

PAYROLL SUBMISSION OF HOURS SCHEDULE

Tuesday	Friday	Monday	Tuesday	Wednesday	Friday
Texts Sent to Customer & PA's	Hours to be Submitted to Rosekel of Validation	Rosekel to Process Payslip & HMRC Submissions	Rosekel to Process Payslip & HMRC Submissions	Banking & Payments are Setup	PA's Pay Day
25-Mar-25	28-Mar-25	31-Mar-25	01-Apr-25	02-Apr-25	04-Apr-25
22-Apr-25	25-Apr-25	28-Apr-25	29-Apr-25	30-Apr-25	02-May-25
20-May-25	23-May-25	26-May-25	27-May-25	28-May-25	30-May-25
17-Jun-25	20-Jun-25	23-Jun-25	24-Jun-25	25-Jun-25	27-Jun-25
15-Jul-25	18-Jul-25	21-Jul-25	22-Jul-25	23-Jul-25	25-Jul-25
12-Aug-25	15-Aug-25	18-Aug-25	19-Aug-25	20-Aug-25	22-Aug-25
09-Sep-25	12-Sep-25	15-Sep-25	16-Sep-25	17-Sep-25	19-Sep-25
07-Oct-25	10-Oct-25	13-Oct-25	14-Oct-25	15-Oct-25	17-Oct-25
04-Nov-25	07-Nov-25	10-Nov-25	11-Nov-25	12-Nov-25	14-Nov-25
02-Dec-25	05-Dec-25	08-Dec-25	09-Dec-25	10-Dec-25	12-Dec-25
Due to the holiday period PA Hours maybe requested earlier for processing					
30-Dec-25	02-Jan-26	05-Jan-26	06-Jan-26	07-Jan-26	09-Jan-26
27-Jan-26	30-Jan-26	02-Feb-26	03-Feb-26	04-Feb-26	06-Feb-26
24-Feb-26	27-Feb-26	02-Mar-26	03-Mar-26	04-Mar-26	06-Mar-26
24-Mar-26	27-Mar-26	30-Mar-26	31-Mar-26	01-Apr-26	03-Apr-26

The above table displays the payroll submission timeline of when the Personal Assistants Hours must be submitted via the online portal timesheets for processing. Rosekel require actual hours to be submitted for the first three weeks of the processing period and then projected hours for the last week of the period. If there are adjustments to the pay on the last 3 days of payroll they can made on the following payroll. Rosekel can URGENTLY CANCEL BANKING PAYMENTS UP TO THE WEDNESDAY AT 5PM.

Please note your PA will only be allocated one set of hours if they are paid by one Hourly Rate or your PA maybe allocated multiple hours if they are paid at multiple hourly rates this is dependent on the individual employer's budget.

HOLIDAY PAYMENT

NOTE – on the initial year of working PA's must accrue their holiday leave before requesting payment for leave. PA's during this time can have unpaid leave. On subsequent years PA's can request paid holiday leave in advance of accruing it.

Holiday Accrual can be found on the payslip labelled

1. HOLIDAY FUND ACCRUED (this is the amount accrued within the pay period)
2. HOLIDAY FUND C/F (this is the accumulative amount accrued from the start of the financial year)

3. HOLIDAY FUND PAID (payments are identified on the payslips either)
   a. Payments section of the payslip when viewed via a PDF or paper
   b. This period section of the payslip, which is the middle column at the bottom when view on the sage portal

When requesting holiday payment please state -

HOLIDAY and either the TOTAL AMOUNT to be paid or

HOLIDAY number of Hours (ie 7) x Rate (£12.21)

HOLIDAY number of Hours (ie 46) x Rate (£13.00)

Note - these rates may not reflect the actual rate paid to your PA

SUBMISSION OF HOURS

Paper Timesheets (via email, post or hand delivered to the office) will be accepted, Derbyshire County Council require Hours to be submitted via paper timesheets.

Electronic Timesheets are available to all Rosekel customers and their personal assistants. It is best practice to use time sheets as it reduces the risk of errors during the calculation of hours, processing/inputting hours and miscommunication.   It will also provide electronic evidence of dates and days of when a Personal Assistant worked when trying to resolve historic queries.

THE ONLINE TIME SHEET PROCESS

1. Personal Assistant (populates the time sheets and saves the data)

2. Budget Holder / Advocate (reviews the data populated on the time sheet by the Personal Assistant and either approves the submission or rejects the information and adds a Note as to their reason - (with pre-agreement Rosekel may provide support with this step)

3. Step 1 to 3 continues until all timesheets are APPROVED

4. The time sheet calculates

    a. Total weekly hours per PA

    b. Total 4 weekly hours per PA

    c. Total hours processed across the 4 weekly period

5. Time sheets must be approved by the Budget Holder on the Friday pre Pay Day

6. Rosekel then -

    a. reviews and validates the payroll submission

    b. allocates changes of tax codes etc

    c. makes the additional payments (Holiday, SSP, SMP)

    d. makes requested deductions (over payments, attachment of earnings etc)

    e. Payroll & Managed Account Only

        i. balances the hours against the funded budget

        ii. identifies additional hours and if there is sufficient funds

        iii. identifies contingency and requests funds

On exceptional circumstances hours can be taken over the phone however Rosekel will not be responsible for potential processing errors.

PAYSLIPS

To comply with GDPR all payslips are processed and made available on a Sage Portal.

Employers/Adovcates

- log in and will have access to all PA PAYSLIPS and P45's for the whole employment

Personal Assistant's

- log in and access their individual payslips. Where a Personal Assistant works for multiple employers Personal Assistant will have multiple payslips from their employers.

The portal will host a history of all Payslips and P60 produced during the employment.

Documents

Rosekel will publish communication documents via the portal to both

1. Budget Holders
2. Personal Assistants

   The documents published will be

   1. contracts of employment
   2. letters of communication
   3. HMRC Payment Instruction Letters
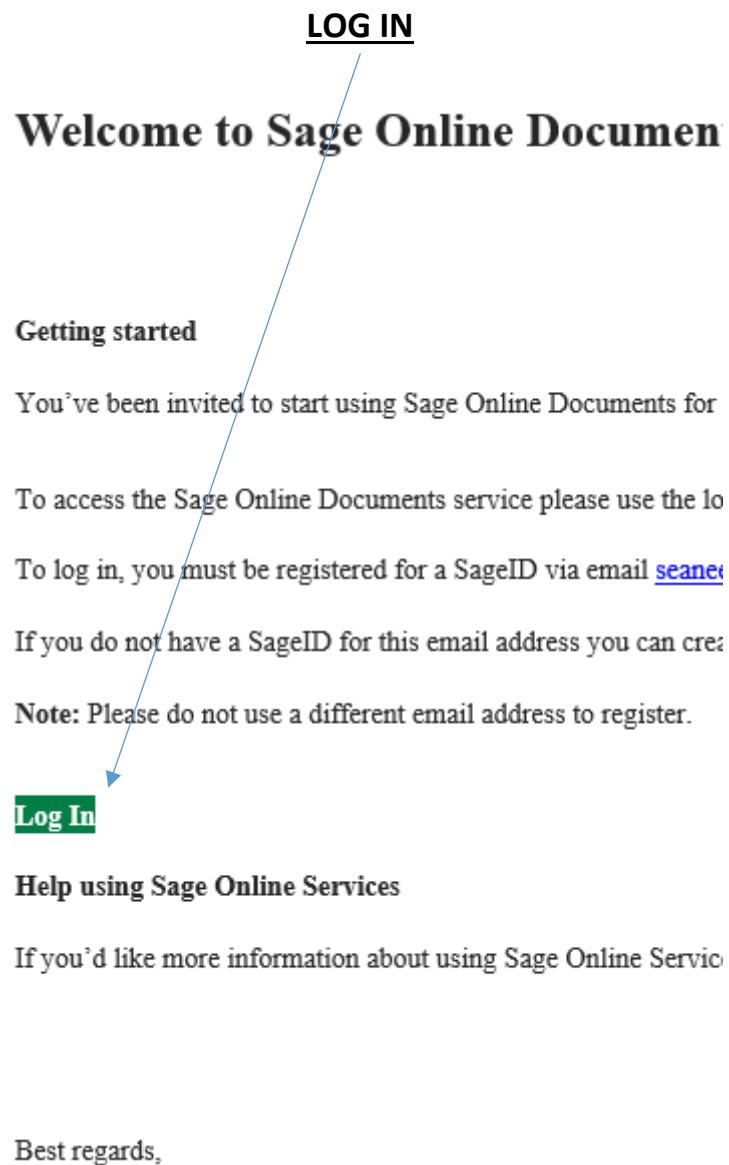   4. Rosekel Guidance Booklets

SETTING UP YOU PORTAL

Sage portal web address   ---

https://sagepayrollservices.co.uk/

Step One

Rosekel send you a WELCOME EMAIL from Sage like below and you click on

LOG IN

Welcome to Sage Online Documen

Getting started

You've been invited to start using Sage Online Documents for

To access the Sage Online Documents service please use the lo

To log in, you must be registered for a SageID via email seanee

If you do not have a SageID for this email address you can crea

Note: Please do not use a different email address to register.

Log In

Help using Sage Online Services

If you'd like more information about using Sage Online Servic

Best regards,

Step Two

1. **On your first log in click on 'New User' and create an account –** you should have already received a welcome email from Sage requesting you to set up an account.

2. **On subsequent log in's use your email address and the password you created to access your account**

Step Three

Log onto Sage Portal –

Sage portal web address   ---

https://sagepayrollservices.co.uk/

1. **Personal Assistants Select Employee** (this is the same portal you log onto to access your payslips)

2. **Budget Holders/Advocates Select Employer, Accountant or Bureau**
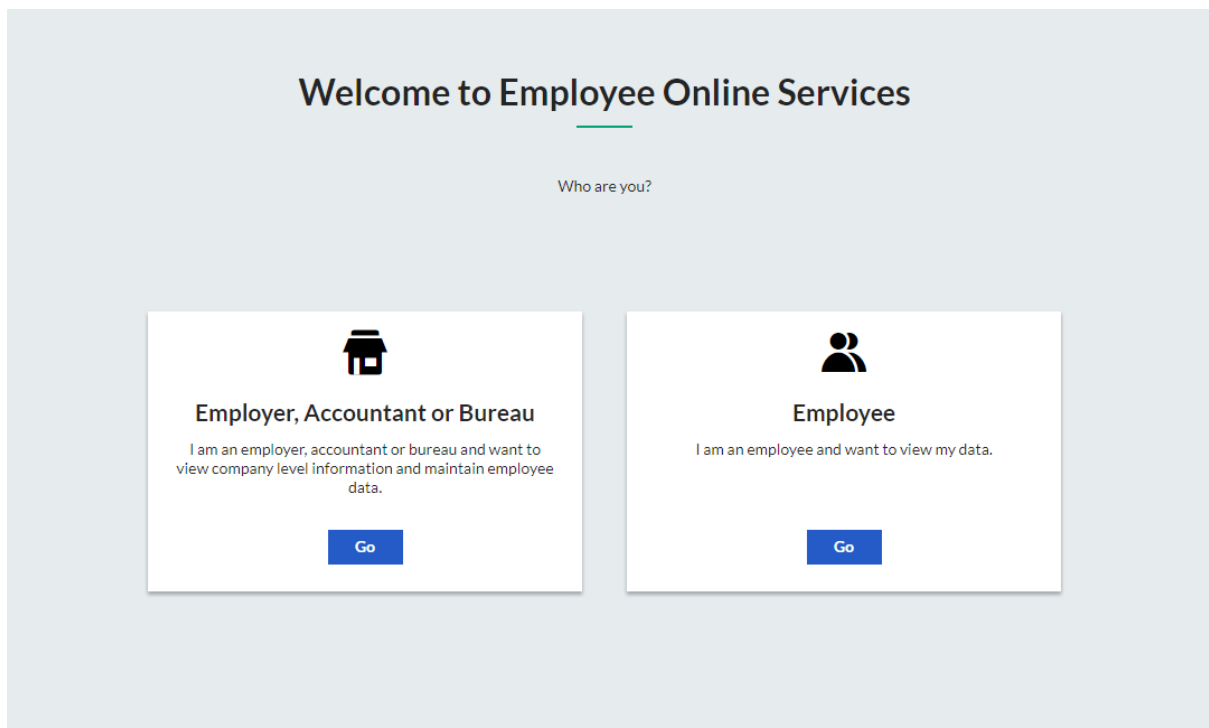
If you are a <u>Personal Assistant</u> select Time Sheets to

1. Record your hours worked
2. Inform Rosekel of annual leave requests in the comments box
3. Inform Rosekel of any sick leave requests in the comments box

If you are a <u>Budget Holder /Advocate</u> select Time Sheets to

1. Review the hour populated by your Personal Assistant or team of Personal Assistants
2. Approve the Hours submitted by your Personal Assistant or team of Personal Assistants

Step Four - Set your pay run dates (Start Date to End Date) and select the week you are going to populate the hours for

- These dates should match the dates outlined on the Pay Run Start Date & End Date table.

- The start date will always be the Saturday after the last pay day and 4 weeks prior to the Friday the Personal Assistant is being actually paid

- The dates are set by clicking on the calendar button and selecting the date

- Select/Click on the week you are currently working

Dashboard	Employees	Payslips	P60s	Documents	Timesheets	Messages	Settings

Timesheets
Select the timesheet period you want to work with.

Showing weeks from 06/11/2021 🗓 to 03/12/2021 🗓

Week	Status	Totals
Saturday 6th November 2021 - Friday 12th November 2021	Pending	00:00 hours, 0.00 units ❓
Saturday 13th November 2021 - Friday 19th November 2021	Pending	00:00 hours, 0.00 units ❓
Saturday 20th November 2021 - Friday 26th November 2021	Pending	00:00 hours, 0.00 units ❓
Saturday 27th November 2021 - Friday 3rd December 2021	Pending	00:00 hours, 0.00 units ❓

Step Five - Entering the Personal Assistant hours

- Enter the number of hours of support delivered each day. If the Personal Assistant is paid multiple rates then enter the corresponding hours for each rate under each day

- Basic is the standard hours mainly delivered during the day time

- Evening Hours is higher paid hours delivered in the evening and through the night

- To enter the hours click in the box and type the number of hours work and the number of minutes worked.

- **Remember –**
  - **Late for Shift** - if you are late and did not make up the time at the end of the shift then deduct the time you were late from your shift
  - **Absence from Shift** - if you did not attend your shift you leave hours and minutes box blank, it is good practice to add the details of the period of absence/sickness onto the notes field, include the date, time, length of call and reason – this is optional but will be beneficial for claiming SSP or processing invoices for agency cover or processing additional hours within the subsequent weeks
  - **Additional Hours delivered** - if you worked additional time do not put it onto the electronic time sheet, add the details of the additional support to the Note box, please include the date and time and the length of the additional support along with the reason it was delivered ie contingency support or emergency support

- o **Annual Leave Request** - if you are requesting Annual Leave for a day or several days do not populate the corresponding hours and minutes box they are left blank, please add the comment onto the Note field stating the days you were on leave and the number of hours x the rate of pay or the total payment your require

- o **SSP** – if you are sick and have obtained a Sick Note from the doctor do not populate the hours and minutes fields, add as much detail as possible to the note box (sickness start date and end date if applicable and the reason why) and submit the Sick Note to the office.

- o **SMP –** if you are on SMP add the details to the details to the note box and submit the MatB1 form

- o **Communication -** any information that is relevant to the PA's payroll on the corresponding week that the account manager should be aware of add it to the Note box as the account manager will read this information when processing the hours

Below is the initial blank time sheet

Week commencing Saturday 6th November 2021							‹ Previous employee Next employee ›
Pay type	Sat (06/11)	Sun (07/11)	Mon (08/11)	Tue (09/11)	Wed (10/11)	Thu (11/11)	Fri (12/11)	Total
Basic	hh mm	hh mm	hh mm	hh mm	hh mm	hh mm	hh mm	00:00
Evening Hours	hh mm	hh mm	hh mm	hh mm	hh mm	hh mm	hh mm	00:00

Note

You have used 0 of 500 characters

Reject Save Approve

Below is a completed time Sheet

- You will notice the PA worked on Saturday (Day Time), Tuesday (Day Time & Evening) and Thursday (Day Time & Evening)

- The Time Sheet automatically calculates a breakdown of the total hours for each week

- In the notes the Personal Assistant has requested leave for Sunday 7th November and a total of 5 day time hours and 3 evening hours will be processed out of the holiday fund.

- Once the time sheet is populated then it must be saved by clicking on the save button

Week commencing Saturday 6th November 2021 〈 Previous employee   Next employee 〉

Pay type	Sat (06/11)		Sun (07/11)		Mon (08/11)		Tue (09/11)		Wed (10/11)		Thu (11/11)		Fri (12/11)		Total
Basic	5	20	hh	mm	hh	mm	5	30	hh	mm	10	mm	hh	mm	20:50
Evening Hours	hh	mm	hh	mm	hh	mm	2	15	hh	mm	5	mm	hh	mm	07:15

Note

I was on annual leave on Sunday could you please process 5 day time hours and 3 evening hours

You have used 93 of 500 characters

Reject   Save   Approve

Budget Holder/Advocate

The below extraction demonstrates to budget holders with multiple Personal Assistants how many hours were submitted for the week by each Personal Assistant (*the Personal Assistant names have been omitted from this extraction*)

The below extraction demonstrates to budget holders with either one or multiple Personal Assistants the total hours submitted each the week by the team of Personal Assistants.

APPROVAL OF TIME SHEETS

Budget Holders / Advocates must review the submission of the Personal Assistant hours and comments/requests within the notes fields and agree with the information.

Once all the information has been reviewed then then you select

- Approve (if you agree with the submission of hours)
- Reject (if you disagree with the submission of hours)

If the time sheet is APPROVED then it is ready for processing by Rosekel

If the time sheet is REJECTED

1. enter the reason for rejection onto the pop box, this information will be emailed to the Personal Assistant for them to update/amend time sheet information

2. Personal Assistant will receive a notification email with the Budget Holders comments

3. Personal Assistant updates the time sheet and adds a comment to the Note box

4. Personal Assistant SAVES the submission

5. Budget Holder receives a notification email stating there is a time sheet awaiting approval

The above cycle continues until the timesheet is APPROVED

Budget Holder / Advocates

It is important to check the status of the week's submission.

All time sheets should have **APPROVAL** status for the hours to be processed, the hours on times sheets that are not approved will not be paid as they will not transfer across onto the payroll processing software.

Useful Links

Video of online payslips and how to setup your user account

https://www.youtube.com/watch?v=He1cUCsW93U