



PAYROLL INFORMATION AND TIPS

How & When do I get paid?

- Email your timesheet, **dated and signed by your manager**, to: payroll@profiles-personnel.com as soon as possible after your shift has ended.
- All emailed timesheets must reach Payroll by Monday of the following week.
- Some venues have a group timesheet & the client sends it to us, on your behalf. If this is the case, make sure to take a clear photograph of it before you leave. You will keep this for your records.
- Payslip is emailed to you on Wednesday evening, by 10pm.
- Payment made via BACS into your bank account on Fridays.
- If you don't have a bank account, collect your cash/cheque from our Farnham office on Friday.
- You are paid weekly in arrears.
- If travel costs have been agreed by the consultants, you will see this on your payslip.

Have I been paid for all the hours I have worked?

- If you work more than 6 hours, a break of 30 min will automatically be deducted.
- If you haven't had a break, your on site manager needs to sign your timesheet stating this.
- You can view all your processed timesheets on the portal. **LOGIN** via www.profiles-personnel.com, **Username:** your email address, **Password:** you can request a new one if you have forgotten it.
- From the dropdown menu, select Completed Timesheets. (Do not enter dates as a selection).
- **Liveforce** is our App used by Events staff, to book onto shifts, and is **NOT** used for payroll.

Have I been taxed?

- If you earn more than £162 in a week, you might have National Insurance (NI) deducted – this can't be reclaimed.
- If you have stated in your registration documents, that you have another job, your earnings with us will be taxed at 20%.
- You can split your tax allowance between 2 employers.
- Contact HMRC with our Tax Reference **765/jz12844** tax office telephone: **0300 200 3300**, your tax code will be on your payslip.
- Phone the tax office to inform them and this will trigger a tax refund.

Holiday Pay?

- This will appear as a separate entry on your payslip.
- The law states that you are entitled to holiday pay of 12.07% of your rate of pay averaged over 52 weeks.
- You will automatically receive your Holiday Pay with your timesheet each week. Unless you previously requested this to accrue then you will have to email and request it.

Remember all payroll queries must be directed by email to: payroll@profiles-personnel.com