

Invoicing and Timesheet Processing Policy



Xander Recruitment Group 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 onboarding 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.

Xander Recruitment Group 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 Xander Recruitment Group either via email (Paper timesheet) or electronic through the CRM system in place that enables the Trust to sign all timesheets electronically and so they are able to obtain an electronic record of the timesheets being submitted.

Initially, Xander Recruitment Group 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 for them to generate the relevant invoice. Their policy is attached.

As part of the timesheet process, One Call 24 require all workers 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.

**Xander Recruitment Group LTD – Unit 10, Brewery Yard Deva Centre, Manchester M3 7BB
0161 6768822 – www.xandergroup.co.uk**

Invoicing and Timesheet Processing Policy



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

Invoicing

Xander Recruitment Group will have fully implemented the facility to process the timesheet to support the contracting authorities invoicing requirements.

Timesheet are verified against the information provided on the CRM 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 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;

Invoicing and Timesheet Processing Policy



- 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, Xander Recruitment Group 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 Caps/Framework Agreement, with Xander Recruitment Group 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 Xander Recruitment Groups financial 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, Xander Recruitment Group will ensure that the following information is made available to auditors to further verify that the booking process in place is compliant.

(Need to add in a chart)

The above items will allow both Xander Recruitment Group 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), Xander Recruitment Group will provide screenshots of

Invoicing and Timesheet Processing Policy



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.

Alex Stockley - Managing Director – XANDER RECRUITMENT GROUP LIMITED

A handwritten signature in black ink that reads "Alex Stockley".

Date: March 2024