# Service Delivery Procedure

## On-call Payments Procedure

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### [Introduction](http://www.intouch.ccc/elibrary/Content/Intranet/536/671/5053/6001/41410105256.doc)

This procedure is intended to identify the correct procedures for all operational On-call employees claiming payments using the Gartan Technologies Payroll System.

### [Scope](http://www.intouch.ccc/elibrary/Content/Intranet/536/671/5053/6001/41410105256.doc)

This procedure and other associated procedures are to be followed by all On-call employees who submit payment requests for operational activities, training events, courses and other miscellaneous payments.

Managers are responsible for ensuring only authorised and legitimate claims, are submitted and authorised for payment, in line with this procedure.

### Principles

The service’s aim is to standardise the payment procedure across all On-call stations. This document sets a standard process for all employees working the On-call duty system.

This procedural guidance covers:

1. Claim for payment
2. Input onto the Gartan Payroll system
3. Authorisation of payment claims
4. Contingency arrangements
5. Reports not authorised by deadline date
6. Fire service delivery support department responsibilities and actions
7. Procedure for On-call employees working on Wholetime Watches

### Principles

### CLAIMS FOR PAYMENT

* Every claim for payment should in the first instance me made on a claim for payment form, these forms can be printed using the reports section of the Gartan Payroll system.
* Forms should be completed for every:
  + Incident (completed by officer in charge of incident)
  + Maintenance of skills (MOS) Training event (completed by On-Call supervisory managers)
  + Catch up MOS training events (completed by employee)
  + Other duties payment (completed by employee)
  + Training course payment (completed by employee)
* Details of the claim must be entered into the description section at the top of the claim for payment form.
* Every claim for payment form must be signed by all employees that are making a claim for this payment in the signature section.
* The supervisory manager must be sure that the claims for payments are accurate. Once they are satisfied, they must sign and print their name in the authorisation section at the top of the form. This forms the first level of the authorisation process in section 3.
* Any form that is not signed appropriately by either employee or supervisory manager may result in delayed payment.
* Employees submitting claims for payment are responsible for ensuring that these claims and legitimate. Supervisory managers are responsible for ensuring claims for payment are completely correctly and are inline with authorised CFRS payments.
* Forms that a supervisory manger cannot authorise will be brought to the attention of the employee to rectify or inform them of the decision that the form will not be processed.
* Any claims that are made outside of CFRS approved payments may be subject to disciplinary action.

### INPUT ONTO GARTAN PAYROLL SYSTEM

* On-call supervisory managers are responsible for entering the claim for payments into the Gartan Payroll system. They may delegate this duty to a competent firefighter who has received the relevant training.
* The supervisory manager / firefighter will input the details of the claim for payment form in line with the procedures in the ‘tutorials for managers’ page, which can be accessed via the service’s main SharePoint site.
* The ‘entered by’ section of the ‘claim for payment’ form must be signed by the supervisory manager / firefighter responsible for entering the details on the Gartan payroll system.

### AUTHORISATION OF PAYMENT CLAIMS

* To ensure all payment claims are legitimate and in line with the appropriate authorised payments, the service will adopt a 3-level system of authorisation.
* The first level of authorisation will be supervisory manager or OIC FF signing the authorisation section of the claim for payment form identified in section 1 above.
* The second level of authorisation will be carried out by the On-call watch manager (if the watch manager is absent a crew manager can authorise. This is done using Gartan Payroll and the payment forms are authorised electronically.
* The third level of authorisation will be carried by the local command unit (LCU) station manager
* To ensure that payroll deadlines are met all claim for payments forms must be input and authorised at all 3 levels by the 10th of each month.

### CONTINGENCY ARRANGEMENTS

* In situations where the station manager is not available to authorise claim for payments, they should make arrangements to delegate this responsibility to another manager to authorise these claims.

### REPORTS NOT AUTHORISED BY DEADLINE DATES

* Any claim for payment forms that are not signed in line with the procedures in section 1 above, or any reports that are not authorised by Supervisory managers and the station manager, the payroll deadline will not be paid until the next month.
* Station managers can query any claim that requires further information from the supervisory manager or individual claimant to ascertain its validity. On occasions this may delay the payment until the next month.

### SERVICE DELIVERY SUPPORT DEPARTMENT RESPONSIBILITY AND ACTIONS

* The service delivery support (SDS) team will process all fully authorised reports and produce a completed pay file along with the pay summary report using the Gartan Payroll system by the 15th of each month.
* The SDS team will store the import records in a secure section of the department’s computer server for audit purposes.

### PROCEDURE FOR ON-CALL EMPLOYEES WORKING ON WHOLETIME WATCHES

* The only exception to the procedures outlined in the previous sections of this document are when On-call personnel carry out authorised duties on wholetime stations.
* As part of these authorised duties, the On-call employee must complete a claim for payment form with the details of the period worked. This, in normal circumstances will be the normal start and end time of the wholetime shift; this does not include travelling time. The only exception is when the end time of the shift is delayed due to an operational incident, in this instance the claim for payment form should indicate the actual finishing time of the shift. The incident number causing the delayed finish should be recorded in the description box of the form for audit purposes.
* The description box should also be clearly identified as working on wholetime station and both the watch and station identified. The other duties box must also be ticked.
* The employee should sign in the signature section opposite their name and submit the completed form to the wholetime supervisory manager (or OIC Firefighter in their absence), in charge of the wholetime watch for authorisation.
* The wholetime supervisory manager (or OIC FF), must sign and print their name in the ‘authorisation’ section of the fully completed form and return to the On-call employee. This is the first level of authorisation for this type of claim for payment.
* The On-call employee should return the completed and authorised form back to their station and ensure that the form is submitted to the On-call supervisory manager, the claim for payment will then be entered onto the Gartan Payroll system. In this instance, the On-call supervisory manager will only need to electronically validate the claim on the Gartan payroll system as first level authorisation has been carried out by the supervisory manager on the wholetime watch.