

HPS Contracts FAQs

Q: What are 2023/2024 Payroll Cut-Off dates?

A: Payroll 2023/2024 Cut-Off dates can be found on Canvas:

<https://canvas.arts.ac.uk/documents/sppreview/f9a24735-a2eb-4326-8869-d7ff15377695>

Q: When will I receive my payslip?

A: You can view, download and print your payslips in 'Pay and Benefits' section of the Employee Self Service (ESS).

Note: the 'Provisional' watermark on your payslip on iTrent means the figures on it are not final, meaning, the monthly payroll has not been run yet.

Please check your payslip couple of days before the actual pay day, when the 'Provisional' watermark disappears.

Q: When is Payday?

A: Payday is always the last working day of each month.

The only exception is December when the payday is before the University Christmas closure.

Q: When will I receive my P60?

A: P60s are published online on Employee Self Service (ESS).

Your ESS login details are the same as your HPS login details.

Note: If you left UAL and cannot access your payslips and P60s, please contact Payroll directly:

payrollhelp@arts.ac.uk

Q: My tax is wrong, who should I contact?

A: If you'd like to discuss your tax deduction or tax code, please contact Payroll directly: payrollhelp@arts.ac.uk

Q: How do I change my bank details and home address?

A: To change your bank details, please complete the Bank details change form and return it to the Payroll team:

payrollhelp@arts.ac.uk

To update your home address, please log onto Employee Self Service (ESS). Select 'View profile' and then '+Add address'.

Q: How can I accept my HPS contract?

A: Please see the attached guide on 'How to view and accept contracts on HPS'. [LINK](#)

Q: Can you email me my contract, I cannot see it on HPS?

A: Contracts are generated through HPS only. Therefore, it would not be possible to email you the contract. You can view all your contracts on HPS

Q: How can I discuss my pension with?

A: Pension enquiries should be sent to pensions@arts.ac.uk

