Troubleshooting cost code discrepancies

This short guide will assist you in understanding why an employee is appearing on your costing report and explain what steps need to be taken to resolve any issues.

I don't recognise this bank member of staff who is on my report

The reason this person is appearing on your costing report is due to the cost centre provided to Payroll on either a time claim form and/or summary sheet.

If the cost centre is left blank then the payment will be made from the default structure costing.

Managers: Please ensure that the correct codes are being entered on the time claim/summary sheet form when submitting to Payroll.

This person is appearing on my report but they no longer work in my area

This person will need to be moved to the correct area on PiP, upon which they will inherit and be paid from the correct cost centre code.

Note: if your team member has applied for and been successful for their new role as part of a recruitment process, then no action is needed as the OHR Recruitment Team will move your team member.

Managers: if your team member has moved roles but not via a recruitment process (i.e. re-organisation, secondment, substitution etc) please arrange for them to be transferred on PiP.

- if you oversee the team member and the position they are to move into, you can submit this transfer on PiP – please see this **guide**.
- alternatively, the manager receiving the member of staff can request the person is moved into their team – please see page 17 of this **guide**.

Employment and Position Changes guide: https://hr.gov.im/media/2465/employment-and-position-changes-guide.pdf

If you require support with this transfer please contact the PiP Changes Team on Tel: 694303 or email: pipchanges@gov.im

Please note Payroll do not need to be copied into cost code queries in these employment changes scenarios.

The employee is sitting in the correct area/position but their cost code is wrong

In this case the structure costing will need to be corrected by the Payroll team.

Please email payroll@gov.im with the correct cost centre and they will be able to update this for you.

Please note the PiP Changes Team do not need to be copied into cost code queries in these scenarios.

The cost code in the structure is changing

Please email the PiP System Support Team (pipsupport@gov.im) and they will arrange for the default cost code to be updated in the structure.