NHS Professionals

Quick Guide to Uploading Rate Cards on NHSP:*Online*

This document is a guide for an **Agency Rates Administrator** to assist you when uploading a general rate card onto the NHSP:*Online* system. The document is designed to explain the mandatory information for an agency to upload a rate card.

Step 1: Before you can attempt upload a rate card you are required to have access to NSHP:*Online* with an Agency Rates Administrator login.

Step 2: To access NHSP:*Online*, please always use Internet Explorer. You can access the system using this link: **www.nhsprofessionals.nhs.uk/en/Login**

For guidance in accessing login details, please contact NHSP Agency Support Team. Contact details can be found at the end of this guide.

The following topics will be covered in this guide:

1. Accessing NSHP:*Online* – Agency Rates Administrator Account
2. Examples of Rate Cards for Different Staff Groups
3. Additional Information Required when Uploading
4. Mileage Allowance
5. Day Definitions
6. Adding On-Call and Sleep-In Rates
7. VAT
8. Self-Billing
9. Summary Details
10. Personalised Rate Cards
11. Rules for General and Personalised Rate Cards

1. Accessing NSHP:*Online* – Agency Rates Administrator Account

The below is the default homepage and on the left-hand side is the main menu where the below functions can be carried out:

Agency Rates - List and upload the rate card for your agency. The status for the rate card is also shown (Authorised, Unauthorised or Queried).

Download Blank template - Download a blank template by staff group.

Mileage - If approved by the Trust, upload your mileage allowances. This information must be added to NHSP:*Online* before you upload a general rate card.

Personalised Rate - To process the initial request for Trust approval for your agencies to charge personalised rates. This is only required to be carried out once.

Self-Billing - Upload self-billing agreements.

2. Examples of Rate Cards for Different Staff Groups

Below are examples of rate cards for different staffing groups. The Trust will agree the shift assignments and the rates of pay ie 'RN00 – Band 5 general'.

On the rate card, you can only have one band and one sector. If you need to charge two rates for the same band and sector, please contact NHSP Agency Support Team for advice.

Example of Nursing and Midwifery Rate Card

Contract Name: KCHDemo1st June 2015
Region: London
VBL: 0

1. Payment method for 'Standard' Shift type must only be 'Hourly'. Using 'Percentage' or 'Entire Shift' for 'Standard' shift type will encounter an error during upload.
2. Where Percentage payment method is used, Rate & Agency Fee must be entered as 0.00. The percentage value entered in the Total Charge column will be applied as a % of Standard rates.

Price Zone	Sector	Band	Time Period	Shift	Payment Method	Rate	Agency Fee	Total Charge	Rate Type
ALL	General	5	Days	Standard	Hourly	20.00	5.00	30.00	Basic
ALL	General	5	Nights	Standard	Hourly	22.00	5.00	32.00	Basic
ALL	General	5	Saturday	Standard	Hourly	22.00	5.00	32.00	Basic
ALL	General	5	Sunday	Standard	Hourly	24.00	5.00	34.00	Basic
ALL	General	5	Bank Holidays	Standard	Hourly	24.00	5.00	34.00	Basic
ALL	General	5	Days	Standard	Hourly	22.00	5.00	32.00	AWR Enhanced
ALL	General	5	Nights	Standard	Hourly	24.00	5.00	34.00	AWR Enhanced
ALL	General	5	Saturday	Standard	Hourly	24.00	5.00	34.00	AWR Enhanced
ALL	General	5	Sunday	Standard	Hourly	26.00	5.00	36.00	AWR Enhanced
ALL	General	5	Bank Holidays	Standard	Hourly	26.00	5.00	36.00	AWR Enhanced
ALL	General	2	Days	Standard	Hourly	12.00	2.00	18.00	Basic
ALL	General	2	Nights	Standard	Hourly	14.00	2.00	20.00	Basic
ALL	General	2	Saturday	Standard	Hourly	14.00	2.00	20.00	Basic
ALL	General	2	Sunday	Standard	Hourly	16.00	2.00	22.00	Basic
ALL	General	2	Bank Holidays	Standard	Hourly	16.00	2.00	22.00	Basic
ALL	Critical	2	Days	Standard	Hourly	13.00	4.00	22.00	Basic
ALL	Critical	2	Nights	Standard	Hourly	15.00	4.00	24.00	Basic
ALL	Critical	2	Saturday	Standard	Hourly	15.00	4.00	24.00	Basic
ALL	Critical	2	Sunday	Standard	Hourly	17.00	4.00	26.00	Basic
ALL	Critical	2	Bank Holidays	Standard	Hourly	17.00	4.00	26.00	Basic
ALL	Critical	5	Days	Standard	Hourly	23.00	5.00	33.00	Basic
ALL	Critical	5	Nights	Standard	Hourly	25.00	5.00	35.00	Basic
ALL	Critical	5	Saturday	Standard	Hourly	25.00	5.00	35.00	Basic
ALL	Critical	5	Sunday	Standard	Hourly	27.00	5.00	37.00	Basic
ALL	Critical	5	Bank Holidays	Standard	Hourly	27.00	5.00	37.00	Basic

Total Hourly Charge to the Trust (Hourly Rate + Agency Fee + other costs e.g. NI, WTR, Pension (exclusive of VAT).

Where 'Percentage' payment method is selected in column F, the rate indicated here will be applied as a % of the Standard rate which must also be included in this template.

Rate Card

There is a new NM template, where you can add assignment codes if you are providing specialist nurses and a higher/lower rate than your general rates. Please call the NHS Agency Support Team for advice.

Example of a Rate Card for remaining Staff Groups

Contract Name: KCHDemo1stJuneAHP
Region: London
VBL: 0

1. Payment method for 'Standard' Shift type must only be 'Hourly'. Using 'Percentage' or 'Entire Shift' for 'Standard' shift type will encounter an error during upload.
2. Where Percentage payment method is used, Rate & Agency Fee must be entered as 0.00. The percentage value entered in the Total Charge column will be applied as a % of Standard rates.

Price Zone	Assignment	Time Period	Shift	Payment Method	Rate	Agency Fee	Total Charge	Rate Type
ALL	TP59	Days	Standard	Hourly	24.00	5.00	35.00	Basic
ALL	TP59	Nights	Standard	Hourly	26.00	5.00	37.00	Basic
ALL	TP59	Saturday	Standard	Hourly	26.00	5.00	37.00	Basic
ALL	TP59	Sunday	Standard	Hourly	28.00	5.00	39.00	Basic
ALL	TP59	Bank Holidays	Standard	Hourly	28.00	5.00	39.00	Basic
ALL	TP57	Days	Standard	Hourly	24.00	5.00	35.00	Basic
ALL	TP57	Nights	Standard	Hourly	26.00	5.00	37.00	Basic
ALL	TP57	Saturday	Standard	Hourly	26.00	5.00	37.00	Basic
ALL	TP57	Sunday	Standard	Hourly	28.00	5.00	39.00	Basic
ALL	TP57	Bank Holidays	Standard	Hourly	28.00	5.00	39.00	Basic
ALL	TP57	Days	Standard	Hourly	26.00	5.00	37.00	AWR Enhanced
ALL	TP57	Nights	Standard	Hourly	27.00	5.00	38.00	AWR Enhanced
ALL	TP57	Saturday	Standard	Hourly	28.00	5.00	39.00	AWR Enhanced
ALL	TP57	Sunday	Standard	Hourly	30.00	5.00	40.00	AWR Enhanced
ALL	TP57	Bank Holidays	Standard	Hourly	30.00	5.00	42.00	AWR Enhanced
ALL	TP57	Days	Programmed Activity	Entire Shift	180.00	37.50	250.00	Basic
ALL	TP57	Nights	Programmed Activity	Entire Shift	200.00	37.50	270.00	Basic
ALL	TP57	Saturday	Programmed Activity	Entire Shift	200.00	37.50	270.00	Basic
ALL	TP57	Sunday	Programmed Activity	Entire Shift	200.00	37.50	280.00	Basic
ALL	TP57	Bank Holidays	Programmed Activity	Entire Shift	210.00	37.50	300.00	Basic
ALL	TP40	Days	Standard	Hourly	45.00	5.00	55.00	Basic
ALL	TP40	Nights	Standard	Hourly	50.00	5.00	60.00	Basic
ALL	TP40	Saturday	Standard	Hourly	55.00	5.00	65.00	Basic
ALL	TP40	Sunday	Standard	Hourly	58.00	5.00	70.00	Basic
ALL	TP40	Bank Holidays	Standard	Hourly	60.00	5.00	80.00	Basic
ALL	TP40	Days	Standard	Hourly	46.00	5.00	47.00	AWR Enhanced
ALL	TP40	Nights	Standard	Hourly	51.00	5.00	52.00	AWR En
ALL	TP40	Saturday	Standard	Hourly	56.00	5.00	58.00	AWR En
ALL	TP40	Sunday	Standard	Hourly	59.00	5.00	61.00	AWR En
ALL	TP40	Bank Holidays	Standard	Hourly	62.00	5.00	63.00	AWR En

Rate
Select from drop down list.

Shifts are normally created as standard hourly. If you have a candidate that will be paid a daily, on-call or sleep-in rate, please contact the NHS Agency Support Team for advice.

3. Additional Information Required when Uploading

To successfully upload a general rate card, different fields need to be accurately completed:

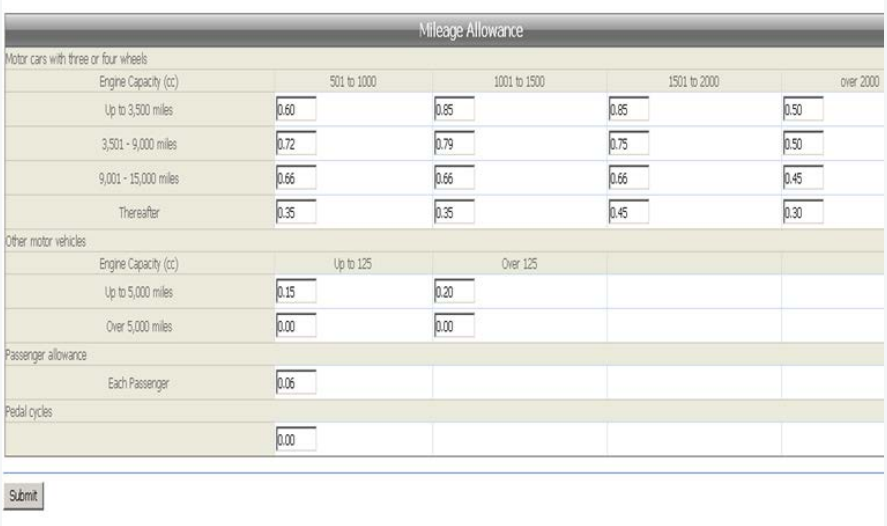
Agency Rate Card

Region:	East of England							
VBL:	0							
Price Zone	Sector	Band	Time Period	Shift	Payment Method	Rate	Agency Fee	Total Charge	Rate Type
All	Mental Health	5	Days	Standard	Hourly	20.00	3.29	28.80	Basic
All	Mental Health	5	Nights	Standard	Hourly	25.00	4.47	36.35	Basic
All	Mental Health	5	Saturday	Standard	Hourly	25.00	4.47	36.35	Basic
All	Mental Health	5	Sunday	Standard	Hourly	29.00	3.32	40.31	Basic
All	Mental Health	5	Bank Holidays	Standard	Hourly	29.00	3.32	40.31	Basic

Previous Next

- **Price zone** – Select the price zone as all, London based Trusts will advise your agency to use, inner, outer, fringe or basic.
- **Sector, Band, Assignment code** – This indicates the job assignment. The Trust are responsible for advising you or providing the assignment codes.
- **Time Period** – The system will always require rates to be inserted, even if they are all the same value, the system will not allow you to continue to upload your rate card.
- **Shift** - Standard hourly shift pattern.
- **Rate** – The rate the agency pays their candidate.
- **Agency Fee** – Fee the agency charge for each shift per hour.
- **Total Charge** – This is the total charge per hour that the Trust has agreed to pay for a candidate. The fee will include add on costs and under advice from NHSI, you must apply the framework management charge.
- **Rate type** - either basic or AWR (If the rate card does not have AWR these rates will not be applied by the system when processing the shift costs).

4. Mileage Allowance



Mileage Allowance

Motor cars with three or four wheels				
Engine Capacity (cc)	501 to 1000	1001 to 1500	1501 to 2000	over 2000
Up to 3,500 miles	0.60	0.85	0.85	0.50
3,501 - 9,000 miles	0.72	0.79	0.75	0.50
9,001 - 15,000 miles	0.66	0.66	0.66	0.45
Thereafter	0.35	0.35	0.45	0.30
Other motor vehicles				
Engine Capacity (cc)	Up to 125	Over 125		
Up to 5,000 miles	0.15	0.20		
Over 5,000 miles	0.00	0.00		
Passenger allowance				
Each Passenger	0.06			
Pedal cycles				
	0.00			

Submit

If the Trust has agreed that your agency is eligible to charge for mileage expenses, you will be required to submit your mileage allowances **before** uploading the general rate card.

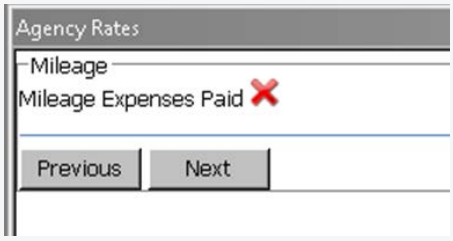
You will need to invoice separately for mileage expense and follow the current process for submitting invoices. All charges must be authorised by the Trust and any invoice received, where charges are over the approved rates, will be placed into query.

You are advised to include your highest rate that will cover all types of assignments.

Mileage is not paid via self-billing. For further assistance, please call Agency Support for Advice or speak to your NHSP Account Manager.

Mileage does not apply

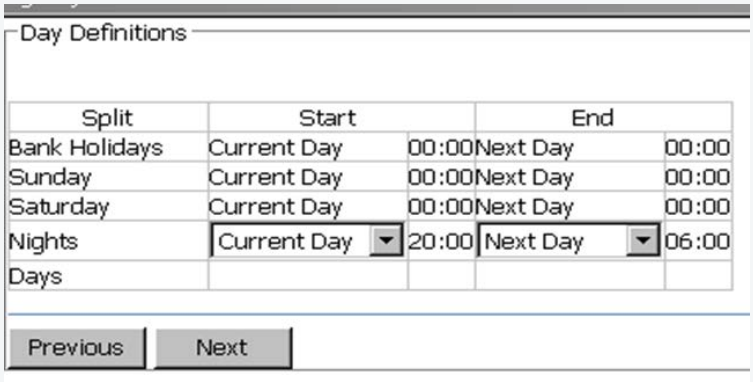
The following screen will appear when prompting to upload mileage charges. Please click '**next**' if this is not applicable to you:



5. Day Definitions

The screen will indicate the days and times as blank fields.

The system is programmed to start the charges for Saturday, Sunday and Bank holidays rates at 00.00 am to 00:00pm, into the fields enter the time format as 00.00.



Times must be entered in the format 00:00, the system will commence the cost calculation at 00:01. If you enter times as 00:59 or 00.01 there will be a slight undercharge/overcharge for the shift cost.

Calculation of correct day and night rates:

Enter the time in the 'Nights' rates only, the system will use these times to correctly calculate the day rate charging periods.

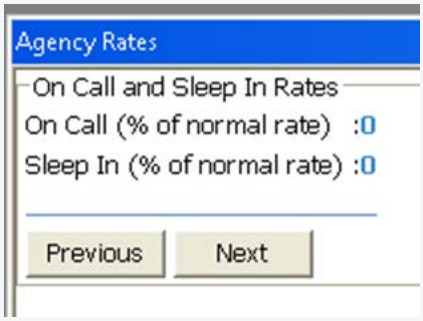
For example, in the image above:

- Night rates are to be charged at 20.00pm to 06.00am, the system will calculate the day rates automatically at 06.00am to 20.00pm
- You do not have to enter any day rates

6. Adding On-Call and Sleep-In Rates

The system default settings are 0.

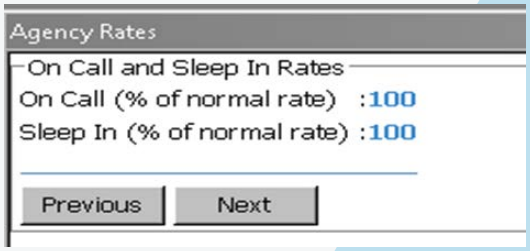
You are required to indicate the % rate, which will be applied to all on-call and sleep-in shifts, with the assignment codes on the rate card and, within the effective to and from dates. You should **always** enter the rates agreed with the Trust.



In the example below the agency have added:

On-call – 100% of the hourly shift rate

Sleep-in – 100% of the hourly shift rate

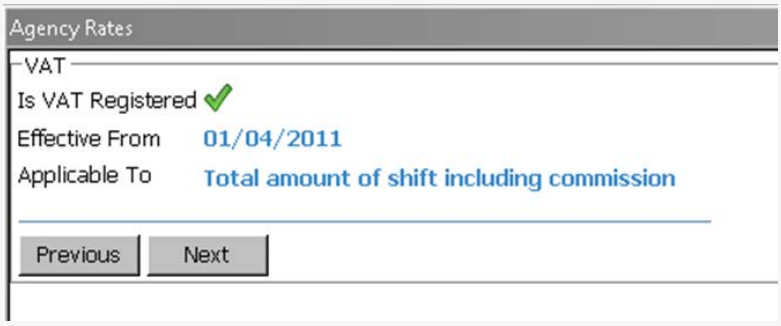


7. VAT

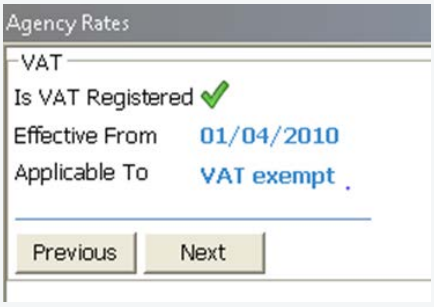
When you access this page, please wait until the system allows you to populate all required fields (see below). Do not proceed to the next page until the fields are populated.

The VAT section will automatically default to **'Is VAT registered'**. You will need to untick this section if you are not VAT registered.

If you are VAT exempt, keep the VAT registered ticked and then select that option from the drop-down box (see second image).



If VAT registered and not charging VAT on the invoice:



8. Self-Billing

If your VAT submission is incorrect in the general rate card, your self-billing invoices will be incorrectly calculating VAT, and you will need to:

- Upload a new general rate card
- Supply a VAT invoice for the incorrect self-billing invoices raised

If you are not registered for VAT, you must indicate not VAT registered as advised in the previous section.

9. Summary details

An explanation of each field can be found below:

Effective date – the date the card is effective from.

VBL – If any volume business level has been applied and at what % - default is zero.

Discount in commission – Please note this will apply discount to commission only.

Contact Details – The person who has uploaded the rate card and this will default from your ARA login account details.

10. Personalised Rate Cards

To use personalised rate cards, permission must be granted by the Trust. You can apply for this via NHSP:*Online* and you will only need to apply once for each Trust you supply.

An indication that you can upload personalised rates, is that the system will give you two options when uploading:

- Contract rate card
- Personalised rate card

Please do not upload a personalised rate card if you cannot see these options. For further advice, contact NHSP Agency Support.

When completing a personalised rate card:

- The rate card will only require the assignment code/band and sector for the candidate
- There must be a general rate card for a personalised rate card to be effective
- Effective to and from dates are applied
- A personalised rate card will be attached to the candidate only

NHS Professionals

11. Rules for General and Personalised Rate Cards

Please find additional guidance below:

- An agency must upload a general rate card for each Trust and staff group
- General rate cards must not be uploaded indicating the same effective date as your current authorised rate card. If you are advised by NHSP to upload with the same date, indicate the version. I.e. Adding V1,V2 in the rate card contract title
- The assignment codes on the rate card must match the shift assignment code. If costs are appearing in your reports as zero, this is an indication that the assignment code is missing on the rate card
- Once authorised, error, modifications or deletion of rate cards are not permitted, and the agency must upload new rate card
- When you upload a new general rate card for the same Trust and staff group, it will supersede the current one
- If you need to add a new assignment to your general rate card, you must include codes that your agency is currently supplying

The **NHSP Agency Support Team** provides support for agencies and specific agency-related queries.

If you have any queries relating to the NHS portal, retrospective bookings or invoicing queries, please contact the **NHSP Agency Support Team** on:

Email: **agencies@nhsprofessionals.nhs.uk**

Tel: **0333 0143626**

Opening times: **Monday – Friday 8am-6pm**

www.nhsprofessionals.nhs.uk