

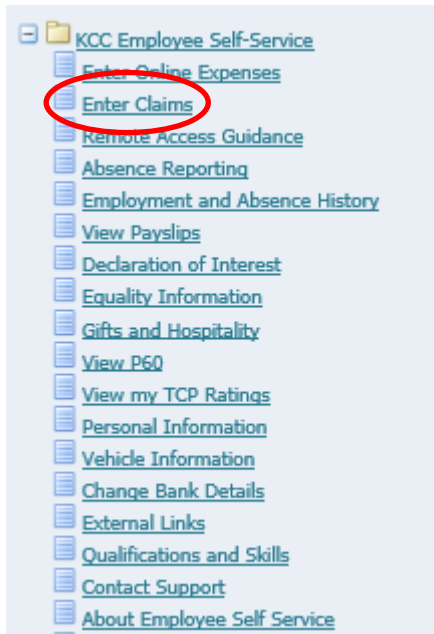
## Employee Self Service: Claiming Approved Mental Health Professional Retention Market Premiums

This guide will help you use Employee Self Service to make a claim for the AMHP retention market premiums.

Remember, all claims must be submitted and approved on, or before the 10th of the month to ensure payment in that month's pay. Claims submitted or approved after this date will be automatically paid the following month.

### Creating a new claim:

1. Click on 'Enter Claims' in the Employee Self Service menu.



2. To start a new claim, click on the 'Create New Claim' button.
3. Select the assignment the claim is for by clicking on the pencil icon.
4. Choose the month - select the current month we are in.
5. You will be taken to the 'Enter Claims' screen.

### Entering claim information:

1. Claim Type - select 'AMHP Market Premium Retention Payment' from the drop down list.
2. Claim From and Claim To - the dates will automatically default to the first and last available day of the month. Do not amend these dates.

3. Once you have selected AMHP Market Premium Retention Payment, the 'Info1'/'Info2' boxes will change to "amount". Type the amount you are claiming - this will always be £2000. (Note: Do not pro rata the amount when making the claim, the system will calculate this automatically for part- time employees). See Guidelines and Criteria OPPD and DCLDMH Market Premiums for more information.

4. Comments - if you wish to provide your manager with information about your claim, add this to the 'Comments' box.

5. Cost Code (Non-Default) - this should be left blank unless the claim needs to be paid from a cost code other than your default cost code.

6. When you have entered the claim details, click on the 'Add to Claim' button. The claim details will be recorded and will appear at the bottom of the screen.

7. If you have any other claims or allowance that need to be claimed for the selected month, you can also claim these at the same time. The input row will now be clear for you to input a new claim line if required.

## When you have finished entering your claim information you have a number of options:

1. 'Save for later' button - allows you to save your claims. You can then make changes or add additional claims for that particular month at a later date. You will be able to find your claim in the table at the bottom of the Claims Home Page.

2. 'Confirm Claim Details' - when you click on this button you will be taken to the 'Review and Submit' screen. You should check the information you have input. If you need to make any amendments to the claim, select 'Edit Claim Details', which will take you back to the previous screen. If the details are correct, click on the 'Submit Claim' button. The claim will be submitted to your line manager for approval. You will receive a confirmation e-mail when it has been approved.

## To check or update an existing claim or view your claim history

- The table at the bottom of the Claims Home Page lists your claim history. The status of the claim will be displayed, for example, 'Complete', 'In Progress', 'Saved for Later', 'Submitted for Approval', 'Returned for Correction', 'Rejected' or 'Error'.
- To access a claim, click in the 'Select' box next to the appropriate claim, and then click on the 'View Claim Details' button.

- For claims that have not yet been submitted for approval, you can click on the 'Edit Claim Details' button and make changes/add claim rows as necessary.
- If required you can export a summary of all of your Self Service claims by clicking 'Export Claim Summary'. Or you can export the full details of an individual claim by selecting a claim and clicking 'Export Claim Details'.

## Manager Self Service:

If an employee is unable to make a claim using Employee Self Service, Managers are able to use 'Enter Team Claims' to submit the claim on their behalf.

## Help and Support:

For queries specifically relating to claiming the AMHP Market Premium, please refer to the Guidelines and Criteria OPPD and DCLDMH Market Premiums document.

If you have any technical issue, log into Service Now and raise a call by selecting the 'ICT' Service on the left hand side of the screen or alternatively us the 'Chat' function. If you are not able to access Service Now, e-mail [ICTservicedesk@cantium.solutions](mailto:ICTservicedesk@cantium.solutions) and they will raise a request on your behalf.

If you have an HR related query, log into Service Now and raise a call by selecting the 'Human Resources' Service on the left hand side of the screen or alternatively us the 'Chat' function.

