

FAQ's When Employed Through Umbrella PAYE by Rise

Q. When will I be paid?

A. This can depend on when we receive clearance for your payment from the recruitment agency. Typically, the main weekly payroll is run on a Thursday afternoon meaning the funds will clear into your account by the [early hours of Friday morning](#).

We process payments up until 3pm on Friday so providing we receive the clearance/your hours from the agency by then, the money will be in your account before the weekend.

Q. Why is my pay not what I was expecting?

A. We can only process the hours we get sent from the recruitment agency, if your hours are incorrect you will have to contact your agency to query this. If the hours are correct but the pay seems wrong, please contact us so we can assist you.

Q. When and where can I view my payslip?

A. When your payment is processed you will receive a "NET PAY" text outlining the hours we have processed and the money that will clear into your account. Your payslip will be available shortly after receiving this text message via the online portal (can be accessed through the "User Portal" section of our website). You will receive an email to create credentials after your registration is complete.

If you cannot remember your log in details, please contact us so we can send a re-activation link via email.

Q. What are the deductions on my payslip?

A. We understand that Umbrella PAYE payslips can be confusing especially if it's the first time you are being paid by this method. We have created an example payslip annotated with explanations for the deductions you will see. This can be found on the Umbrella PAYE resources section of our website. If you still have questions, please contact us.

Q. Am I entitled to Sick Pay?

A. Yes, as an employee of Rise Contracting Services Ltd you are entitled to Statutory Sick Pay (SSP). For details regarding your eligibility for this please contact us.



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Q. Why have I started having pension deductions?

A. In 2012, it became government legislation that eligible employees must be auto enrolled into a workplace pension scheme. The pension provider we have chosen is NEST. We initially defer enrolment for 90 days but after this you will be auto enrolled. If you want to opt out, you must do so directly with NEST online or call this number 0300 200 0090.

Q. Can I change the bank account my money is paid in to?

A. Yes, you can but we will need this in writing with plenty of notice before your next payment. You can submit a “change details request” through the online portal. Alternatively, you can message us through our business WhatsApp.

Q. How does holiday pay work with Umbrella PAYE?

A. When engaged as an employee of Rise Contracting Services Ltd, you are legally entitled to paid annual leave. This is accrued at 12.07% of national minimum wage (which equates to 20 days plus 8 bank holidays) and can be released on request. Please be aware, any requested holiday pay will be processed on the main weekly pay run. All requests must be received by Rise Contracting Services Ltd no later than close of business on Wednesdays.

You can request that your holiday pay is advanced each week. However, this method may leave less or potentially no funds accrued to pay when you do take annual leave.

Q. What documents do Rise require? And why?

A. We need you to provide proof that you are eligible to work in the UK by following the Home Office’s “right to work” guidelines. Typically, this would be a photo (in colour) of your passport with copies of relevant visas, biometric card or your EU settled status share code if applicable. If you do not have these documents, we can accept a birth certificate accompanied by proof of your NI number. For further information please contact us.