THE UNIVERSITY of EDINBURGH

Guide to Service Requests

Contents

Introduction

This guidance provides information on the Service Request categories available within People and Money Helpdesk for Human Resources, as well as guidance on which categories should be used if you require additional assistance with an HR Policy or Human Resources People and Money User Guide. In the first instance, if you have any questions related to HR, Payroll, Time Card processes or the People and Money system, please search People and Money's in-system guidance - My Knowledge – first. To search in My Knowledge, log in to People and Money, choose 'Help Desk', then 'My Knowledge'. This will give you information on your specific query and role, ranging from user guides to videos.

In accordance with our Human Resources Process User Guides and HR Forms, you may be required to submit a Service Request to complete an HR or Payroll Task. The information below explains which forms should be submitted along with these requests. By selecting the appropriate category, your Service Request will be automatically routed to the appropriate team for processing in the first instance, avoiding any unnecessary delays.

What is a Service Request?

The term Service Request is used to describe a help ticket which is opened within People and Money. The ticket is then sent to the HR Helpline for review and response or sent on to other HR teams or Payroll Services to process as needed.

Wherever feasible, we urge all users who need HR support to **submit their Service Requests through the People and Money Helpdesk App**, as this route allows you to type the relevant category name as indicated below into the category box and add attachments to the Service Request. This will ensure your Service Request is sent to the correct team in the first instance and dealt with as effectively as possible.

We would also recommend that customers include a meaningful 'Title' in their request. For example, if your request is about a specific payroll, please include this in the title. This will ensure that your request can be prioritised appropriately.

If you do not have access to People and Money, Service Requests can be created via an email to HRHelpline@ed.ac.uk.

Further guidance on raising a Service Request is available within the How to raise and maintain a Service Request Enquiry user guide, which can be found under the 'My Knowledge and Service Requests' header.

If you need support with a **Finance related process** please contact the Finance Helpline by raising a call in UniDesk, or email finance.helpline@ed.ac.uk.

Useful Links

People and Money User Guides
How to search My Knowledge
People and Money End to End User Guides
People and Money Updates
HR A-Z Forms
Finance Specialist Services SharePoint
Pay Dates

Service Request Categories

The tables below provide a detailed list of service request categories and their subcategories (e.g. Employee Relations > Appeals) available through the People and Money Helpdesk. The categories are arranged in the same sequence as they appear in People and Money. If you can't find a subcategory that matches your query or request, please use the corresponding main category heading.

Please note, with effect from the 19th of March 2025, certain subcategories were removed from the People and Money Helpdesk. For a comprehensive list of these changes and guidance on alternative categories, please refer to Appendix 1.

Enquiry

Continuous Improvement

Category	Description	Attachment Required	Useful Links
Continuous Improvement	If you have any suggestions on improving HR and Finance end to end business processes including suggestions to improve People and Money, forms, guidance documents etc submit your feedback via this category for review.	Screenshots or details of further information can be supplied as appropriate	

Contract Changes

The ‘Contract Changes’ category can be used to answer general queries that don’t fit in to any of the subcategories below.

Category	Description	Attachment Required	Useful Links
Contract Correction	This category can be used to request a change to an employee’s contract. Changes to the contract can only be requested if they are effective from day one of employment. Examples of the types information that can be changed on the contract are: **Please note, some changes require a signed and dated Job Requisition Business Case (JRBC) attached to the Service Request**. • Fixed term reason code (JRBC required) • Contract end date (JRBC required) • Salary grade/grade step (HR Partner confirmation required) • Employee start date • Add an allowance (JRBC required)	Job Requisition Business Case	
Transfers/ Additional Posts/ Secondments	This category can be used to request the setup of a new transfer, additional post or secondment to a non-advertised post for an Employee. The ‘Requesting a Transfer, Additional Post or Secondment’ form must be attached to the SR and authorised in advance of submission in Section 6. This category can also be used to get answers to any questions relating to transfers, additional posts or secondments. Questions that can be asked under this category may include the following: • Processing an Internal Secondment on People and Money • Processing an External Secondment on People and Money • Processing a Transfer on People and Money • Processing an internal Transfer to a non-advertised post on People and Money • Processing an Additional Post on People and Money	Requesting a Transfer, Additional Post or Secondment form Job Requisition Business Case	Guide to Job Changes Secondments Policy

Employment Policy

The ‘Employment Policy’ category can be used to answer general queries that don’t fit in to any of the subcategories below.

Category	Description	Attachment Required	Useful Links
Absence Management Policy	This category can be used to get answers to any questions about the Absence Management Policy. Questions that can be asked under this category may include the following: • Medical appointments should be recorded on the system as other paid leave. What about (medically necessary) surgical procedures and recovery time, should this be recorded as sickness absence? • If a colleague requires regular medical appointments or treatment due to a disability or long-term health condition should that be taken as ‘other paid leave’? How would this be treated in terms of triggering any absence review? • How should managers deal with absence review trigger points for part-time employees? • How are absence review points determined for part-time staff?		Absence Management Policy Absence Management Guidance
Appeals	This category can be used to get answers to any questions about the appeals policies and process. Questions that can be asked under this category may include the following: • How do I appeal against a disciplinary decision? • How do I appeal against a grievance decision?		

Capability Policy	This category can be used to get answers to any questions about the Capability Policy. The HR Helpline are only able to refer you to relevant sections of the Policy and cannot provide you with advice. Employees should speak with their Line Manager regarding any capability concerns in the first instance. If a Line Manager wishes to take any formal action, they should contact their local HR Advisor/Partner prior to this.		Capability Policy
Conditions of Service	This category can be used to get answers to any questions about the Conditions of Service summaries which detail the conditions of employment for University Employees. Questions that can be asked under this category may include the following: • Questions about Conditions of Service • Notice Periods • Annual Leave entitlement • Sick Leave and Family Friendly Leave entitlement • Probation Period		Conditions of Service and other Policies
Disciplinary Policy	This category can be used to get answers to any questions about the Disciplinary Policy. The HR Helpline are only able to refer you to relevant sections of the Policy and cannot provide you with advice.		Disciplinary Policy

	If a Line Manager wishes to take any formal action, they should contact their local HR Advisor/Partner prior to this.		
Governance Policies	If you have any specific questions around Governance Policies, use this category to contact the HR Helpline Team who will refer your query to a Specialist Team for assistance.		
Grievance Policy	This category can be used to get answers to any questions about the Grievance Policy. The HR Helpline are only able to refer you to relevant sections of the Policy and cannot provide you with advice. Employees should speak with their Line Manager regarding any grievances in the first instance. Line Managers should contact their local HR Advisor/Partner regarding any grievances in the first instance.		Grievance Policy Grievance Policy Guidance
Organisational Change	You can find the latest changes to People and Money on the People and Money updates page. If you would like to query any other organisational changes, please use this category and the HR Helpline Team can direct your query to the appropriate contact within the University.		People and Money updates webpage

Equality, Diversity & Inclusion

The ‘Equality, Diversity & Inclusion’ category can be used to answer general queries that don’t fit in to any of the subcategories below.

Category	Description	Attachment Required	Useful Links
Disability Support	This category can be used to get answers to any questions about the disability support available at the University. Questions that can be asked under this category may include the following: • Guidance on supporting staff who have a disability • Disability adjustments • Disability related training modules		Guidance on Supporting Disabled Staff Staff Disability Advice Service
Equality & Diversity	This category can be used to get answers to any questions about Equality and Diversity at the University. Questions that can be asked under this category may include the following: • Current equality and diversity related policies, for staff • Completing Equality Impact Assessments		Equality and Diversity Strategy
Health & Wellbeing	This category can be used to get answers to any questions you have about the University’s available Health & Wellbeing resources.		Health and Safety Policy

Immigration

The 'Immigration' category can be used to answer general queries that don't fit in to any of the subcategories below.

Category	Description	Attachment Required	Useful Links
Global Talent Request	SDAs/LMs should use this category to submit completed and approved Global Talent visa forms via this route. This includes both the appointment and endorsed funder routes. The approved form must be attached to the Service Request. Once HR receive the completed form, they will provide a Statement of Guarantee letter in support of the application for endorsement to the UKRI (UK Research and Innovation). This letter will allow the individual to make an application to the UKVI (UK Visas and Immigration) for the Global Talent visa. This process applies to both routes. You can also use this category to get answers to questions you have about Global Talent visas. Examples of the types of questions that may be asked under this category are: • To ask whether an individual meets the eligibility criteria for a Global Talent visa under the Global Talent Endorsed funder route • To ask whether an individual meets the eligibility criteria for a under the appointment route	Global Talent Appointment Route Request Form Global Talent Endorsed Funder Request Form	Global Talent visa Global Talent Appointment Route Request Form Guidance Global Talent Endorsed Funder Request Form Guidance
Right to Work	This category can be used to get answers to any questions you have about Right to Work.		Demonstrating your Right to Work

	Questions that can be asked under this category may include the following: • Conducting Right to Work checks • How to demonstrate Right to Work in the UK • Applying for ATAS Certificate • Information on Skilled Worker Visas • Information on Global Talent Visa • References for Indefinite Leave to Remain Applications		
Sponsorship	This category can be used to get answers to any questions you have about Sponsorship. Questions that can be asked under this category may include the following: • Employing International Workers • Information on requesting Certificate of Sponsorship • Information on contract changes for Sponsored Workers		University sponsorship
Visa Support	This category can be used to get answers to any questions you have about Visa Support. Questions that can be asked under this category may include the following: • Supporting Employees in applying for visa extensions • Information on changing Visa routes		
Visa Loan	Employees can submit their completed and approved Immigration Fee Loan Request forms via this route.	Immigration Fee Loan Request Form	Immigration Fee Loan Request - Guidance Notes

	The approved form must be attached to the Service Request. Once HR approve the request, payment will be made to the employee in the next available Payroll or by Accounts Payable (should they not yet have a payroll record set up). This category can also be used to ask questions on visa loans (e.g. information on obtaining a visa loan).		
Visa Reimbursement	Line Managers and SDAs can submit completed and approved Immigration Fee Reimbursement form via this route. The approved form must be attached to the Service Request. Once HR approve the request, payment will be made to the employee in the next available Payroll. This category can also be used to ask questions on visa reimbursement (e.g. information on getting a visa costs reimbursed).	Immigration Fee Reimbursement Request Form	Immigration Fee Reimbursement Guidance

Industrial Relations

The ‘Industrial Relations’ category can be used to ask questions in relation to Industrial Strike Action.

Examples of questions that may be asked under this category include:

- I am a part-time employee, which strike dates should I submit in People and Money?
- I missed the submission deadline, can I still have access to the form?

Job Changes

The 'Job Changes' category can be used to answer general queries that don't fit in to any of the subcategories below (e.g. employee returning from secondment).

Category	Description	Attachment Required	Useful Links
Allowances	This category can be used to get answers to any questions you have about Allowances. Questions that can be asked under this category may include the following: • Adding an allowance for an employee currently in post • Changing an allowance • Adding allowance for New Hires **Please see the 'Add, amend or end allowance' category to make any allowance changes.**	Add Amend End Allowance Form	Guide to Job Changes Conditions of Service and other Policies Guide to Employment and Finance Approvals
Amendments to Employee Record	This category can be used to get answers to any questions about updating your record or an employee's record. Line Managers can also use this category to seek adjustments to an employee's record if they find an issue, such as an inaccurate job title.		
Change in Hours and Work Schedule	This category can be used to get answers to any questions you have about hours or work schedule changes. Examples of the types of questions that can be asked under this category may include the following:		Guide to Work Schedules Guide to Job Changes Work Schedule Calculator

	• How to change an employee’s hours and/or work schedule on People and Money? • How to add a work schedule that does not currently exist on the People and Money system? • Check if a work schedule exists on People and Money • How to update an employee’s work schedule on People and Money?		
Fixed Term Contracts	This category can be used to get answers to any questions you have about Fixed Term Contracts. The types of questions that can be asked under this category may relate to the following: • Fixed Term Contract end dates • Processing Fixed Term Contract Extensions		Guide to Job Changes Ending FTC and Restricted Contracts Fixed Term Contracts - Managing the move to Open-Ended contracts Fixed Term Contracts Reason Codes
Flexible Retirement	This category can be used to submit a Flexible Retirement request for an employee. The Flexible Retirement Request Form must be attached to the SR and authorised in advance of submission in Section 4. The employee will subsequently receive a letter confirming the change.	Retirement - Flexible Retirement Request Form	Retirement - Flexible Retirement Policy

	This category can also be used to get answers to any questions you have about Flexible Retirement. Examples of the types of questions that can be asked under this category are: • Queries regarding the Flexible Retirement Policy • How to make a Flexible Retirement Request • Requesting a quote for Flexible Retirement • How to approve and submit a Flexible Retirement Request for a direct report		
Flexible Working	This category can be used to submit a new Flexible Working request or a change to an existing Flexible Working arrangement for an employee. New Flexible Working Requests For all **new** requests, the Flexible Working Request Form must be completed and authorised in Section 5. The form must be attached to the Service Request. Changes to a Flexible Working Request For changes to an existing Flexible Working arrangement, the Flexible Working change Form must be completed and authorised in Section 6. The form must be attached to the Service Request. Once HR receive the completed form, they will issue a letter to the employee confirming the new/change to the flexible working arrangement. -	Flexible Working Request Form Flexible Working Change Form	Flexible Working Policy

	This category can also be used to get answers to any questions you have about Flexible Working. Questions that can be asked under this category may include the following: • Queries regarding the Flexible Working Policy • Making a Flexible Working Request • Formalising a Flexible Working Request • How to approve and submit a Flexible Working Request for a direct report		
Hybrid Working	This category can be used to get answers to questions about Hybrid Working. Examples of the types of questions that may be asked under this category include: • How to record hybrid working in People and Money • Guidance on moving from a hybrid working request to a flexible working request		Hybrid Working Policy Hybrid Workplace Policy Manager Guidance

Learning and Development

The ‘Learning and Development’ category can be used to answer general queries that don’t fit in to any of the subcategories below.

Category	Description	Attachment Required	Useful Links
Annual Review Process	This category can be used to get answers to any questions about the Annual Review Process. Questions that can be asked under this category may include the following: • What should be discussed at an annual review? • Information on setting objectives		
Career Development	Employees can support their career development by accessing the latest University courses and learning offerings via the Learning, Skills and Qualification Apps on People and Money. If you have any specific questions around this, use this category to contact the HR Helpline Team who will refer your query to a Specialist Team for assistance.		Guide to Learning, Skills and Qualifications for Employees and Learners Guide to Learning, Skills and Qualifications for Managers
Probation	This category can be used to get answers to any questions about probation and/or managing probation. Questions that can be asked under this category may include the following: • How long is my probation period? • Supporting Employees during probation • When should a Probation Review happen?		Guidance for Managing Probation

Training	Employees can access the latest University Courses and Learning offerings via the Learning, Skills and Qualification Apps on People and Money. If you have any specific questions around this, use this category to contact the HR Helpline Team who will refer your query to a Specialist Team for assistance.		Guide to Learning, Skills and Qualifications for Employees and Learners Guide to Learning, Skills and Qualifications for Managers

Leaving the University

The 'Leaving the University' category can be used to answer general queries that don't fit in to any of the subcategories below.

Category	Description	Attachment Required	Useful Links
Death in Service	**The process for terminating an Employee following a death in service should be handled flexibly given the sensitivities of the situation. For guidance on Manager Responsibilities, please see the Death in Service Guidance in the first instance.** Contact the HR Helpline Team for support.		Death in Service Guidance
End of Fixed Term Contract	This category can be used to get answers to any questions you have regarding the end of an Employees fixed term contract. Questions that can be asked under this category may include the following: • An Employee's fixed term contract is ending, what do I need to do? • Extending a fixed term contract		Guide to Job Changes Ending FTC and Restricted Contracts Fixed Term Contracts - Managing the move to Open-Ended contracts
Leavers Checklist	Managers, School/Department Administrators and Employees can use this category to get answers to any questions regarding completing the Leavers Checklist. This category can also be used to get answers to any questions you have regarding exit interviews. Questions that can be asked under this category may include the following: • How do I set up an Exit interview?		Guide to Employment Separation

Resignation	This category can be used to get answers to any questions you have regarding resigning from the University or managing an Employee's resignation. Questions that can be asked under this category may include the following: • How do I process a termination for an employee on People and Money? • What should I do with an employee's resignation letter? • How do I notify my Line Manager of my resignation?		Guide to Employment Separation
Retirement	This category can be used to get answers to any questions you have regarding retirement processes and policies. **Please direct any pension queries to** pensionsmanager@ed.ac.uk. Questions that can be asked under this category may include the following: • How do I notify my Line Manager of my retirement? • As a manager, what should I do with a retirement notice? • What should I do when I want to retire?		Guide to Employment Separation Pensions Retiring
Voluntary Severance	This category can be used to get answers to any questions you have regarding the Voluntary Severance (VS) scheme. Questions that can be asked under this category may include the following: • How does Voluntary Severance work? • How do I process a termination on People and Money for someone who is leaving via the VS Scheme?		Voluntary Severance FAQs

My Knowledge

The ‘My Knowledge’ category can be used to request changes to Knowledge Based articles within People and Money.

Pay and Reward

The ‘Pay and Reward’ category can be used to answer general queries that don’t fit in to any of the subcategories below.

Category	Description	Attachment Required	Useful Links
Academic Promotions	This category can be used to get answers to any questions about the Academic Promotions policies and processes.		Academic Promotions
Contribution Award	This category can be used to get answers to any questions about Contribution Reward policies and processes.		Contribution Reward Policy
Employment Costs	Please refer to the Employment Costs webpages in the first instance. If you have any specific questions around this, use this category to contact the HR Helpline Team who will refer your query to a Specialist Team for assistance.		Employment costs
Grade 10 Review	This category can be used to get answers to any questions about Contribution Reward policies and processes for Grade 10 Employees.		Contribution Reward Policy
Grade Profiles	Details on Grade Profiles can be found in the Grade Profiles Guidance. If you have any specific questions around this, use this category to contact the HR Helpline Team who will refer your query to a Specialist Team for assistance.		Grade Profiles - all staff
Market Supplements	This category can be used to get answers to any questions about the Market Supplements Policy.		Market Supplements Policy

On-call, Call-out & Out of Hours Working	This category can be used to get answers to any questions about the On- call, Call-out & Out of Hours Working policies and processes.		On-Call, Call-Out and Out of Hours Working Policy
Pay Scales	This category can be used to get answers to any questions about University Pay Scales.		Pay Scales Webpage
Professional Service Job Regrading	This category can be used to get answers to any questions about the Regrading of Professional Services Jobs policies and processes.		Regrading of Professional Services Jobs
Staff Benefits	This category can be used to get answers to any questions about the staff benefits available at the University e.g. Electric Vehicle salary sacrifice.		Staff Benefits
Voucher Reward	This category can be used to get answers to any questions about Voucher Reward policies and processes.		Pay and Reward

Payroll

The 'Payroll' category can be used to answer general queries that don't fit in to any of the subcategories below.

Category	Description	Attachment Required	Useful Links
Bank Details	This category can be used to get answers to any questions you have about updating your bank details. Questions that can be asked under this category may include the following: • How do I change my bank details? • Requesting a bank detail change for Casual Worker/External Examiners and Non-Taxable Scholarship holders		How to update bank details
Childcare/Workplace Nursery	This category can be used to get answers to any questions you have about Childcare Vouchers or the Workplace Nursery Scheme. Questions that can be asked under this category may include the following: • How do I join the Workplace Nursery Scheme? • How do I leave the Workplace Nursery Scheme? • How do I change Workplace Nursery Scheme contributions? • How do I reduce Childcare Voucher contributions? • How do I leave the Childcare Voucher Scheme? Employees can also use this category to request to join, leave or change their contributions to the Workplace Nursery Scheme. Please ensure the relevant Workplace Nursery Forms are attached to the request.	Workplace Nursery Salary Exchange Scheme Application Form Workplace Nursery Salary Exchange Scheme Change Request Form Workplace Nursery Salary Exchange Scheme Withdrawal Form	Workplace Nursery Scheme

Cycle Scheme	This category can be used to get answers to any questions you have about the Cycle Scheme. Questions that can be asked under this category may include the following: • How do I join the Cycle Scheme? • What are the eligibility criteria for the Interest Free Bike Loan?		Cycle to Work Scheme
Income Tax	This category can be used to get answers to any questions you have about Tax payments or Tax Forms. For queries regarding P45s or P60'S, please use the **P45/P60** category.		Tax Matters
National Insurance	This category can be used to get answers to any questions you have about National Insurance payments. Questions that can be asked under this category may include the following: • How to get a National Insurance Number? • General national insurance contribution queries		National Insurance contributions
Overpayments	This category can be used to get answers to any questions you have about managing an overpayment. Questions that can be asked under this category may include the following: • How do I repay money when I have been overpaid? • Can I pay off overpayments in a lump sum? • Can I increase my monthly overpayment deductions?		Guide to Payroll for Employees, Line Managers, School Department Administrators and HR Operations
P45/P60	This category can be used to get answers to any questions you have regarding your P45 or P60.		Tax Matters

Pay Enquiries - General	This category can be used to get answers to general pay enquiries you may have. Questions that can be asked under this category may include the following: • When is pay day? • How much will I be paid? • When is payroll cut-off for submitting Timecards? This category can also be used to let the University know that you have left the Trade Union, Give as You Earn, Credit Union and/or AIG. This will allow your salary sacrifice deductions to cease. Requests that do not meet the current payroll period cut off will be applied the following month.		Payroll Queries Webpage Guide to Payroll for Employees, Line Managers, School Department Administrators and HR Operations
Pay Enquiries - Incorrect Pay	Please ensure that you review your Payslip on People and Money. If you have a question about your pay and cannot find the answer in My Knowledge or the People and Money User Guides, check with your Line Manager, School Department Admin, or Timekeeper to confirm that any necessary payment approvals were completed before the payroll cut-off dates. If you believe you have been paid incorrectly, please use this category to notify the Payroll Team, who will investigate.		Payroll Queries Webpage Guide to Payroll for Employees, Line Managers, School Department Administrators and HR Operations Guide to Time Recording How to view your payslip
Pay Enquiries - No Pay	Please ensure that you review your Payslip on People and Money.		Payroll Queries Webpage

	If you have a question about your pay and cannot find the answer in My Knowledge or the People and Money User Guides, check with your Line Manager, School Department Admin, or Timekeeper to confirm that any necessary payment approvals were completed before the payroll cut-off dates. If you believe you have not been paid, please use this category to notify the Payroll Team, who will investigate.		Guide to Payroll for Employees, Line Managers, School Department Administrators and HR Operations Guide to Time Recording How to view your payslip
TAP Form	This category can be used to submit the Temporary Additional Payments (TAP) Form for processing. To guarantee payment, forms must be submitted using this category by the **7th of the month.** The TAP form should only be used in exceptional circumstances. Further information is provided within the Form and within Payroll Guidance.	Monthly Paid University Employees: Temporary Additional Payments form	Guide to Payroll for Employees, Line Managers, SDAs and HR Operations

Resourcing

The 'Resourcing' category can be used to answer general queries that don't fit in to any of the subcategories below.

Category	Description	Attachment Required	Useful Links
Job Description	This category can be used to get answers to any questions you have about job descriptions. Questions that can be asked under this category may include the following: • Where do I find job descriptions? • How do I change a job description?		Guide to Recruitment and Onboarding
Advertising	This category can be used to get answers to any questions you have regarding advertising job vacancies. Questions that can be asked under this category may include the following: • How do I advertise a new role externally? • How do I advertise a new role internally? • What are the advertising timescale requirements? • In what cases is advertising required? Line Managers/Hiring Managers or SDAs can use this category to request a job to be re-advertised should there be no successful candidates in the first round of recruitment. This category can also be used should you need to extend the advertisement of the job vacancies.		Guide to Recruitment & Onboarding Process

Agency Workers	This category can be used to get answers to any questions you have about hiring agency workers. Questions that can be asked under this category may include the following: • How do I hire Agency Workers? • How do I hire an Agency Worker who is off framework?		[Agency Workers - Hiring Policy]()
Applications	This category can be used to get answers to any questions you have about managing applications for external or internal posts at the University. Questions that can be asked under this category may include the following: • How do I withdraw a job application on People and Money? • How do I add further documents to a job application? • How do I add an application to a job requisition for an offline candidate? • Submitting late applications • How do I sign up for job alerts? Hiring Managers can also use this category to request for HR to add late applications to job requisitions. Include the words 'Late application' along with the job requisition name and number in the title of your service request. You must also provide the following information in the Service Request: • Applicant's name • Applicant's Title • Source of the application, e.g., LinkedIn, email etc. • Applicant's Email address and phone number • The applicant's CV, as an attachment to the Service Request		[Guide to Recruitment & Onboarding Process]()

Cancel Hire	If an Employee is a no show or has advised the University that they do not wish to start employment, Line Managers should use this category to let HR know. HR will subsequently cancel the work relationship. For further information on this, please see the 'Cancel of Hire' section of the Guide to Recruitment and Onboarding.		Guide to Recruitment & Onboarding Process
Induction	This category can be used to get answers to any questions you have regarding managing the Induction process for new starts. New starts can also use this category if they have any questions regarding the completion of onboarding tasks.		How to complete onboarding tasks
Interviews	This category can be used to get answers to any questions you have about attending Interviews or managing interviews. Questions that can be asked under this category may include the following: • How do I setup interviews on People and Money? • What are the eligibility criteria for interview expenses? • Are references required before an interview?		Guide to Recruitment and Onboarding
Job Grading	This category can be used to get answers to any questions you have about job grading processes and policies. Questions that can be asked under this category may include the following: • How do I get a new role graded? • How do I regrade an existing role? • How do I appeal a job grading decision?		Guidance on Position Management Job Grading Policy

Job Offer	This category can be used to get answers to any questions you have regarding a job offer. Questions that can be asked under this category may include the following: • How do I extend a job offer to a candidate? • Can I check whether a job offer has been extended or accepted? • Why can't I extend a job offer? If a candidate's employment start date changes after the job offer has been approved and accepted, you can ask HR to change the start date on their record within People and Money using this category. Similarly, you can send a request to HR using this category to make a change to the job offer action reason if the wrong reason was selected at offer stage. This category can also be used to request the addition of an individual to a job requisition as an offer specialist.		Guide to Recruitment & Onboarding Process Hiring Guide - How to create and manage a job offer
Pending Worker	This category can be used to get answers to any questions you have regarding a Pending Worker. Questions that can be asked under this category may include the following: • Why can't I see a pending worker in People and Money? • Onboarding tasks for Pending Workers This category can also be used to ask HR to manually convert a pending worker record to an employee record if the People and Money system hasn't automatically done so on the employee's first day.		How to add a pending worker SDA Guide to Recruitment & Onboarding
Recruitment Policies	This category can be used to get answers to any questions you have regarding the University's Recruitment Policies.		Guide to Recruitment and Onboarding

	Questions that can be asked under this category may include the following: • Overseas applications • Legislative Recruitment Requirements • Advertising Guidelines • Guidance on giving Interview Feedback		Recruitment Guidance webpage
Redeployment Register	This category can be used to get answers to any questions you have about the Redeployment Register. Questions that can be asked under this category may include the following: • What is the Redeployment Register and how do I use it for recruitment? • How do I join the Redeployment Register?		Guide to Recruitment and Onboarding Redeployees
Referrals	This category can be used to get answers to any questions you have about referring a candidate for an advertised post at the University. Questions that can be asked under this category may include the following: • How do I refer a candidate for an advertised post at the University?		Guide to Recruitment and Onboarding
Relocation	This category can be used to get answers to any questions you have regarding available Relocation Support at the University. Questions that can be asked under this category may include the following: • What relocation support is available? • Relocation eligibility		Relocation Policy Relocation Support

Selection Process	This category can be used to get answers to any questions you have regarding carrying out the selection process. Questions that can be asked under this category may include the following: • How do I view applications on People and Money? • How do I add a two-stage interview process to People and Money? • How do I add interview documents to a candidate's application?		Guide to Recruitment and Onboarding Recruitment Guidance webpage

System Related

The ‘System Related’ category can be used to answer general queries that don’t fit in to any of the subcategories below.

Category	Description	Attachment Required	Useful Links
Delegated Approvals	This category can be used to ask HR to reassign job requisition approvals if they get stuck in the People and Money system. Please note, any finance related approvals should be directed to Finance.Helpline@ed.ac.uk.		
GDPR Request	Questions that can be asked under this category may include the following: • How long do HR retain data? • What information do HR hold and what do they need it for? • How do I make a subject access request (SAR)?		
Hierarchy Changes	This category can be used to request hierarchy changes within People and Money.		
Pay Award Changes	Pay Award changes within People and Money should be submitted using this category. This is in relation to the Incremental Pay Awards and should not be used for Ad-Hoc requests.		
Reports	If you believe that information on a report you have run from the Line Manager Dashboard is incorrect, please raise a service request using this category. Please include details of the report, such as the name and date it was run, as well as what information you think is wrong.		How to view Line Manager Dashboard How to view Absence Reports

	You can also use this category if you have not received the automated shortlisting matrix for a job requisition you are the recruiter for. This category can also be used to ask questions about other reports that are available.		How to view HR Reports
Updating Your Record	In most cases, employees can update their personal record on People and Money. For guidance on how to do this, please see the Personal Data Maintenance section of the People and Money user guides web page. If you have issues updating your record, use this category to contact the HR Systems Team for assistance. Please include details on what updates are required and effective dates of changes.		Personal Data Maintenance
User Access – Login Issues	This category can be used to raise a service request on behalf of an individual who cannot login to People and Money.		
User Access – New/Change	This category can be used to send the People and Money Access Request Form for processing. Please make sure you attach a completed and authorised form with your request. If an employee needs to be part of a recruitment panel but they are grade UE06 or below and are not a line manager, please use this category to ask HR to 'Add the Collaborator' role to their profile.	People and Money Access Application Form	

Types of leave

The 'Types of leave' category can be used to answer general queries that don't fit in to any of the subcategories below.

Category	Description	Attachment Required	Useful Links
Absence Management	This category can be used to get answers to any questions you have about Absence Management. Questions that can be asked under this category may include the following: • Recording absences • Queries about sick pay entitlements • Ending an absence on People and Money • Queries about Phased Return • Queries about TOIL **If you have a question about the policy, please use the 'Absence Management Policy' category under 'Employment Policy'.**		Absence Management Policy Guide to Sickness Absence
Adoption/Surrogacy Leave	This category can be used to get answers to any questions you have about Adoption or Surrogacy Leave. Questions that can be asked under this category may include the following: • Adoption/Surrogacy Leave Policy queries • What is required to take Adoption/Surrogacy Leave? • Adoption/Surrogacy Leave Entitlement • Adoption/Surrogacy Pay		Adoption and Surrogacy Leave Policy Guide to Adoption and Surrogacy Leave

	• Supporting an Employee going on Adoption/Surrogacy Leave • What happens to Annual Leave whilst on Adoption/Surrogacy Leave? • Returning from Adoption/Surrogacy Leave • Changing work pattern or working hours after Adoption/Surrogacy Leave		
Annual Leave	This category can be used to get answers to any questions you have about Annual Leave. Questions that can be asked under this category may include the following: • Annual Leave balance queries • Annual Leave carry over queries • Annual Leave entitlement queries • Requesting Annual Leave in People and Money • Cancelling Annual Leave in People and Money • Approving Annual Leave requests		Conditions of Service and other Policies Annual Leave Calculator Annual Leave Policy Guide to Annual Leave
Emergency Time Off for Dependants	This category can be used to get answers to any questions you have about Emergency Time off for Dependants. Questions that can be asked under this category may include the following: • Emergency Time off for Dependants entitlements • Recording Emergency Time off for Dependants in People and Money		Emergency Time Off for Dependants
Maternity Leave	This category can be used to get answers to any questions you have about Maternity Leave. Questions that can be asked under this category may include the following:		Guide to Maternity Leave

	• Maternity Leave Policy queries • What is required to take Maternity Leave? • Maternity Leave Entitlement • Maternity Pay • Supporting an Employee going on Maternity Leave • What happens to Annual Leave whilst on Maternity? • Returning from Maternity Leave • Changing work pattern or working hours after Maternity Leave		Maternity leave toolkit
Neonatal Care Leave	This category can be used to get answers to any questions you have about Maternity Leave. Questions that can be asked under this category may include the following: • Policy queries • How to request Neonatal care leave • Supporting an Employee who wants to take Neonatal care leave • Neonatal Care Leave Pay		Neonatal Care Leave
Parental Leave	This category can be used to get answers to any questions you have about Parental Leave. Questions that can be asked under this category may include the following: • Parental Leave Policy queries • How to take Parental Leave? • Supporting an Employee who wants to take Parental Leave		Parental Leave Policy

	• How to record Parental Leave on People and Money?		
Partner Leave	This category can be used to get answers to any questions you have about Partner Leave. Questions that can be asked under this category may include the following: • Partner Leave Policy queries • What is required to take Partner Leave? • Partner Leave Entitlement • Partner Leave Pay • How do I support an Employee going on Partner Leave? • How do I request Partner Leave on People and Money? • How do I approve Partner Leave on People and Money? • Returning from Partner Leave		Partner Leave Policy (formerly Paternity Policy)
Sabbatical	This category can be used to get answers to any questions you have about Sabbaticals. Questions that can be asked under this category may include the following: • Sabbatical criteria • Sabbatical application and approval process • Recording Sabbatical in People and Money		
Severe Weather	This category can be used to get answers to any questions you have about Severe Weather. Questions that can be asked under this category may include the following:		Severe Weather Policy

	• Severe Weather Policy queries • Actions required when unable to get to work due to Severe Weather • Pay and Annual Leave when the University is closed		
Shared Parental Leave	Requests for Shared Parental Leave should be submitted via Service Request using this category, along with a Curtailment/Notice of Entitlement form. Curtailment cancelation can also be submitted via this category. On receipt of the Service Request, HR Operations will complete the necessary checks, add Shared Parental Leave to People and Money, and inform you of the next steps. Correspondence will be sent directly to the inbox of the employee (offline). Please review the Flowcharts on the Shared Parental Leave for guidance on which form should be submitted with this category. You can also use this category to get answers to any questions you have about Shared Parental Leave. Questions that can be asked under this category may include the following: • Shared Parental Leave Policy queries • What is required to take Shared Parental Leave? • Shared Parental Leave Entitlement • Shared Parental Leave Pay • Supporting an Employee going on Shared Parental Leave • Recording Shared Parental Leave on People and Money • Returning from Shared Parental Leave • Cancelling Shared Parental Leave • Continuous and Discontinuous Shared Parental Leave	For information on which paperwork should be submitted with your Interim Form, please check the Flowcharts on the Shared Parental Leave web page: Shared Parental Leave	Shared Parental Leave Policy Guide to Shared Parental Leave

	• Approving Shared Parental Leave on People and Money • Queries on the information required from Partner who the leave is being shared with		
Special Leave	This category can be used to get answers to any questions you have about Special Leave. Questions that can be asked under this category may include the following: • Special Leave Policy queries • Types of Special Leave available • Special Leave entitlements • Requesting Special Leave in People and Money		Special Leave Policy How to request special paid leave

Work Schedule / Time Collection

The 'Work Schedule / Time Collection' category can be used to answer general queries that don't fit in to any of the subcategories below.

Category	**Description**	**Attachment Required**	**Useful Links**
Casual Worker	This category can be used to get answers to any questions about Casual Worker processes and policies. Questions that can be asked under this category may include the following: • Questions about the Conditions of Service of a Casual Worker • How to pay a Casual Worker?		Conditions of Service - Casual Workers Casual Payroll

Guaranteed Hours	This category can be used to get answers to any questions about Guaranteed Hours processes and policies. Questions that can be asked under this category may include the following: • Questions about the Management of Guaranteed Hours Employees guidance • How do I access the Guaranteed Hours App on People and Money? • How do I pay Guaranteed Hours employees for completed work? • How do I offer hours to a Guaranteed Hours employee via the Guaranteed Hours App on People and Money?		Guide to Guaranteed Hours Guide to Time Recording How to Generate a Time Card How to review, approve or reject a Timecard
Timecard Creation/Submission	This category should be used by Line Managers, School Department Administrators or Time Keepers in selected areas to submit Bulk Timecards to Payroll. If an Employee has an issue with their Timecard, they should speak with their Line Manager or Time Keeper in the first instance. Process user guides, Knowledge Articles and System User Guides provide you with the detail required on submitting and approving Timecards.		Guide to Time Recording

Forms

Category	Description	Attachment Required	Useful Links
Amend or cancel a termination	To amend or cancel a termination, submit a service request using this category as soon as possible. Please be aware, if the termination is not cancelled or amended prior to the payroll cut off, the employee's pay may be incorrect.		How to process terminations Guide to Employment Separation
Change grade or salary of an employee	This category can be used by an HR Advisor to downgrade or upgrade an employee's assignment following academic promotions, regrading of professional services jobs, out of cycle, grade 10 review and downgrading to assignments following restructures etc. With this request, please provide details of pay protection elements if these are required. Where the change relates to an annualised or fractional contract, please specify this in the service request. For an annualised contract, please provide details of weeks worked up to the date of change and for a fractional contract the hours worked up to the date of change. HR Operations will then make the appropriate updates to the Employee's assignment on the back of the request.	Regrading Request Form (Professional Services)	Guide to Job Changes
Change grade or salary of group of employees	This category can be used by a HR Advisor to downgrade or upgrade multiple employee assignment following academic promotions,	Regrading Request Form (Professional Services)	Guide to Job Changes

	regrading of professional services jobs, out of cycle, grade 10 review and downgrading to assignments following restructures etc. With this request, please provide details of pay protection elements if these are required. Where the change relates to an annualised or fractional contract, please specify this in the service request. For an annualised contract, please provide details of weeks worked up to the date of change and for a fractional contract the hours worked up to the date of change. HR Operations will then make the appropriate updates to the Employee's assignment on the back of the request.		
KIT/SPLIT Days	If an employee agrees to attend any KIT/SLIT days, they will need to decide in advance whether they wish to be paid for the time or accrue TOIL (Time Off in Lieu). If they choose to take TOIL, they must arrange with their manager when this will be taken. Ideally, this will be at the end of their family leave and before they physically return to work. If an employee would like to be paid for the KIT/SPLIT day, the Line Manager/SDA should submit this form by the **7th of the month** by completing the mandatory fields.	Complete mandatory fields within Service Request	Guide to Maternity Leave Guide to Adoption & Surrogacy Leave Guide to Shared Parental Leave
New Casual Worker	To add a new Casual Worker to People and Money, this Form should be submitted with the Ad-Hoc Payment - Agreement for Casual Workers (Form 100) attached and Right to Work documentation.	Ad-Hoc Payment - Agreement for Casual Workers (Form 100)	Casual Payroll

	This should be submitted by the **3rd of the month**.		
Request Certificate of Sponsorship (COS)	When it has been identified that the individual requires a new CoS or extension, this should be requested by completing the Appropriate application form. Submit the completed and approved application form via this Form. Once HR Operations have received the CoS Application form, they will request the CoS from the UKVI (UK Visas and Immigration) and provide the information to the individual to apply for their visa. If you experience any problems submitting the CoS using this category please use 'Sponsorship' instead.	Skilled Worker CoS application form Skilled Worker CoS Extension Form Temporary Worker Sponsored Researcher Application or Extension	Skilled Worker CoS Form Guidance Temporary Worker Sponsored Researcher CoS application form - guidance document Guide to Sponsorship of Skilled Workers and Temporary Worker Sponsored Researchers
Reference Request	If you require a reference request to confirm your employee details with a prospective employer or lender, please complete this Form. We can only provide basic details such as Job Title, Contract Type and Employment dates. We will only provide salary information if the request is in relation to a Mortgage or Tenancy Application.		
Role Delegation for longer term absences	The responsibility for approval can be delegated when a line manager is on annual leave or absent. Follow the steps in the user guide to the right.		How to set up a delegation for a planned or unplanned absence

	Line Manager of a direct report with line management duties on long term absence can use this category to request role delegation for longer term absences. Please note, any delegations will apply to all approval responsibilities, including financial approvals.		
Termination with Settlement Agreement	To terminate an employee's employment via Settlement Agreement, HR Advisors should submit a Service Request using this category. Please provide the employee's name, employee number and last date of employment. Please do not include any correspondence/agreements within the Form.		Guide to Employment Separation

Interim Forms

Category	Description	Attachment Required	Useful Links
Add a new work location	This category can be used to add a new work location to the People and Money system if it is not currently available.		
Add new work schedule	This category can be used to add a work schedule to People and Money if it is not currently available. Use the Work Schedule calculator to generate the Work Schedule Name and attach this to the request.		Guide to Work Schedules Work Schedule Calculator
Add, amend or end an allowance	This category can be used to add an allowance to an Employee's record or to change/end an existing allowance. The Add, Amend, End Allowance Form should be submitted with any new or allowance changes. This form MUST be authorised in advance of submission in Section 5. For further information on approvals, please read the Guide to Employment and Finance Approvals. This Service Request should be submitted by the **7th of the month** for processing within the current pay period.	Add, Amend, End Allowance Form	Guide to Job Changes Conditions of Service and other Policies Guide to Employment and Finance Approvals
Agreement for Intermediary Workers	This category should be used to add Intermediary Workers that are 'in scope' of IR35 to The University Payroll for the purpose of PAYE Tax and National Insurance.	Agreement for Intermediary Workers (Form 111)	Intermediary Worker Employment/IR35 Status

	This Service Request should be submitted by the **3rd of the month** for processing within the current pay period. Please note, the Form 111 should only be submitted once an employment status check has been carried out.		Guide to Agency Workers and Interim Contractors
GH Timesheet	Guaranteed Hours (GH) Timesheets should be completed via the Time and Absence App on People and Money. Line Managers/Timekeepers should review, approve/reject Timecards via People and Money.		Guide to Timekeeping How to Generate Time Card How to review, approve or reject a Timecard
Regrading Request	This category is used to request the regrading of an existing job description with The Professional Services Group. A Professional Services Regrading Request Form should be submitted with this request. If the regrading Interim Form is authorised, the HR Advisor will forward it to HR Operations, who will amend the Employee's assignment to reflect the change.	Professional Services - Regrading Form	Regrading of Professional Services Jobs
Regrading Appeal Request	If you wish to appeal a regarding decision, please use this category. The original professional Services Regrading Request Form should be submitted with this request. If the regrading appeal is authorised, the HR Reward Team will forward it to HR Operations, who will amend the Employee's assignment to reflect the change.	Professional Services - Regrading Form	Regrading of Professional Services Jobs

Salary costing change	This category can be used to request a change to an employee's salary costing details. A Form 13 should be submitted with this request. Make sure you have offline approval before submitting this service request. This Service Request should be submitted by the **16th of the month** for processing within the current pay period.	Charging of Staff Salary Changes (Form 13)	Guide to Job Changes
Taxable Scholarships	This category can be used to add people to the University Payroll who need to receive a Taxable Scholarship. This category can also be used to submit any changes to a Taxable Scholarship. Please read the 'Setting up a Taxable Scholarship Payment' guidance to see if the payment should be taxable and therefore requested through this route. This Service Request should be submitted by the **3rd of the month** for processing within the current pay period.	Taxable Scholarships/Studentships Payment (Form 98a) Taxable Scholarship notification of change form	Taxable Scholarships
Shared Parental Leave	Requests for Shared Parental Leave should be sent via this Service Request category, along with a Curtailment/Notice of Entitlement form. Curtailment cancelation can also be submitted via this Service Request On receipt of the Service Request, HR Operations will complete the necessary checks, add Shared Parental Leave to P&M, and inform you of the next steps. Correspondence will be sent directly to the inbox of the Employee (offline).	For information on which paperwork should be submitted with your Interim Form, please check the Flowcharts on the Shared Parental Leave web page: Shared Parental Leave	Shared Parental Leave Shared Parental Leave Policy Guide to Shared Parental Leave

	Please review the Flowcharts on the Shared Parental Leave for guidance on which form should be submitted with this category. You can also use this category to get answers to any questions you have about Shared Parental Leave. Questions that can be asked under this category may include the following: • Shared Parental Leave Policy queries • What is required to take Shared Parental Leave • Shared Parental Leave Entitlement • Shared Parental Leave Pay • Supporting an Employee going on Shared Parental Leave • Recording Shared Parental Leave on People and Money • Returning from Shared Parental Leave • Cancelling Shared Parental Leave • Continuous and Discontinuous Shared Parental Leave • Approving Shared Parental Leave on People and Money • Queries on the information required from Partner who the leave is being shared with.		
Update protected characteristics	This category can be used if you want to ask a question about updating your protected characteristics.		Staff Equality Data Collection & Monitoring
Update PURE or Worktribe Flags	To request for a PURE or Work tribe flag to be added to an Employee's People and Money assignment, please submit a Service Request using this category.		

Work schedule change (no hours change)	If there are no changes to an employee's working hours, Line Managers and SDAs can request that the work schedule is updated using this category. Please remember to include the effective date of the work schedule change. If the new work schedule changes the employee's weekly hours, Line Managers/SDAs should update the hours and the work schedule on People and Money via the Change Assignment App.	Work Schedule Calculator	Guide to Work Schedules Guide to Job Changes

Appendices

Appendix 1 – SR Categories Changes

With effect from the 19th of March 2025, service request categories were removed, changed or added in People and Money. Please use the table below to identify which categories have been affected and which category you should use instead. Categories that have been changed/renamed or removed from People and Money are highlighted in bold in the table below and any new categories are marked with an asterisk (*).

SR category removed/changed (in bold)	**Action**	**SR category to use instead**
Forms > **Disability Adjustment**	Removed	Enquiry > Equality, Diversity & Inclusion > Disability Support
Enquiry > Skills and Qualifications > **Add Missing Content to Options List**	Removed	Enquiry > Skills and Qualifications
Enquiry > Pay & Reward > **Exemplars of Excellence**	Removed	Enquiry > Pay & Reward
Enquiry > Time Off > **Unauthorised Leave**	Removed	Enquiry > Types of leave
Enquiry > Pay & Reward > **Pay Protection**	Removed	Enquiry > Pay & Reward
Enquiry > Pay & Reward > **Reward Timetable**	Removed	Enquiry > Pay & Reward
Enquiry > Systems Related > **SAR**	Removed	Enquiry > Systems Related > **GDPR Request**
Enquiry > Leaving the University > **Exit Interview**	Removed	Enquiry > Leaving the University > Leavers Checklist
Enquiry > Immigration > **Financial Assistance**	Removed	Enquiry > Immigration > Visa Support

Enquiry > Time Off > **TOIL**	Removed	Enquiry > Types of leave > Absence Management
Enquiry > Immigration > **EEA/Swiss staff**	Removed	Enquiry > Immigration
Enquiry > Work Schedules/Time Collection > **Create/Maintain a Schedule**	Removed	Enquiry > Contract Changes > Change in Hours and Work Schedule
Enquiry > Learning and Development > **Mentoring**	Removed	Enquiry > Learning and Development
Enquiry > Equality, Diversity & Inclusion > **Dignity & Respect Advisors**	Removed	Enquiry > Equality, Diversity & Inclusion
Enquiry > Equality, Diversity & Inclusion > **Training Resources**	Removed	Enquiry > Equality, Diversity & Inclusion
Enquiry > Resourcing > **Apprenticeships**	Removed	Enquiry > Resourcing
Enquiry > Resourcing > **Visitors**	Removed	Enquiry > Resourcing
Enquiry > Skills and Qualifications > **Change Person Talent Profile Sections**	Removed	Enquiry > Skills and Qualifications
Enquiry > Skills and Qualifications > **Data Upload Requests**	Removed	Enquiry > Skills and Qualifications
Forms > **New External Application Flow**	Removed	Enquiry > Resourcing
Forms > **New Job/Pipeline Requisition Template**	Removed	Enquiry > Resourcing

Forms > **Recruiting Employment Application**	Removed	Enquiry > Resourcing
Forms > **Recruiting Evaluation Criteria**	Removed	Enquiry > Resourcing
Forms > **Request New Hire Form**	Removed	Enquiry > Resourcing
Forms > **Request New Tasks and Checklists**	Removed	Enquiry > Resourcing
Forms > **Vacation Rule set-up for an absent Line Manager for shorter term absences**	Removed	Forms > Role Delegation for longer term absences
Forms > **TUPE Out an employee**	Removed	Enquiry > Leaving the University
Forms > **TUPE Out group of employees**	Removed	Enquiry > Leaving the University
Enquiry > Leaving the University > **TUPE Out**	Removed	Enquiry > Leaving the University
Forms > **UK Residency Fee Loan**	Removed	Enquiry > Immigration > Visa Support
Forms > Interim Forms > **Flexible working or Flexible retirement**	Removed	Enquiry > **Job Changes** > Flexible Working OR Enquiry > **Job Changes** > Flexible Retirement
Forms > **End a secondment earlier than planned**	Removed	Enquiry > **Job Changes**

Case (HR Casework Manager Use ONLY) – all categories removed.	Removed	-
Forms > **Employee Seconded Externally**	Removed	Enquiry > Contract Changes > Transfers/Additional Posts/Secondments*
Enquiry > **Time Off**	Renamed	Enquiry > **Types of leave**
Enquiry > System Related > **GDPR**	Renamed	Enquiry > System Related > **GDPR Request**
Enquiry > Contract Changes > **Acting Up**	Removed	Enquiry > **Job Changes** > Allowances
Enquiry > **Contract Changes** > Allowances	Renamed	Enquiry > **Job Changes** > Allowances
Enquiry > **Contract Changes** > Amendments to Employee Record	Renamed	Enquiry > **Job Changes** > Amendments to Employee Record
Enquiry > **Contract Changes** > Change in Hours and Work Schedule	Renamed	Enquiry > **Job Changes** > Change in Hours and Work Schedule
Enquiry > **Contract Changes** > Fixed Term Contracts	Renamed	Enquiry > **Job Changes** > Fixed Term Contracts
Enquiry > **Contract Changes** > Flexible Working	Renamed	Enquiry > **Job Changes** > Flexible Working
Enquiry > **Contract Changes** > Flexible Retirement	Renamed	Enquiry > **Job Changes** > Flexible Retirement
Enquiry > Contract Changes > **Secondments**	Removed	Enquiry > Contract Changes > Transfers/Additional Posts/Secondments*
Forms > **Visa Loan**	Removed	Enquiry > Immigration > Visa Loan

Forms > **Visa Reimbursement**	Removed	Enquiry > Immigration > Visa Reimbursement
Forms > **Internal Transfer to a non-advertised post**	Removed	Enquiry > Contract Changes > Transfers/Additional Posts/Secondments*
Forms > **Scholarships/Studentships**	Renamed	Forms > **Taxable Scholarships**
Enquiry > **Change in Contract Type**	Removed	Enquiry > **Contract Changes**
Enquiry > System Related > **User Access**	Renamed & Additional Category Added	Enquiry > System Related > **User Access – New/Change** **For People and Money login issues, please use:** Enquiry > System Related > User Access – Login Issues*