

Invoicing & Payment Queries

****Please always keep a copy of your completed claim forms whether it be a scan or a photograph****

Rowlands

Payment from Rowlands is received using the designated claim forms in branch. We would recommend that you complete a claim form at the end of each week for the shifts you have completed within that week. This will not only make tracking much easier for you, it will prevent any shifts being missed etc. Once the claim form is completed please send it to locumpayments@rowlandspharmacy.co.uk. If you recognise there is an issue with a payment please send your claim form along with an explanation to your locum coordinator. Once Rowlands receive your invoice you should receive payment on the 2nd Friday after your shift i.e. anything completed on or before this Friday will be paid 2 weeks on Friday.

Cohens

Cohens will pay you using their portal that you sign up to when registering to work for them. They will pay via direct bank transfer into the bank account you registered. The mileage should be completed in branch on the day of your shift and this should be paid at the same time as your shifts which will be 2nd Friday after your shift i.e. anything completed on or before this Friday will be paid 2 weeks on Friday. Any payment issues should be sent to your locum co-ordinator's email address and we will manage the payment issue and advise you when it is resolved.

The Hub

When working at The Hub Pharmacy you should leave a professional invoice within the branch in either the designated area or with the branch manager. They will authorize the payment through their rota board. Any payment issues or discrepancies please send them to your locum co-ordinator's email address and we will manage the payment issue and advise you when it is resolved.

Lloyds

You will be paid through Lloyd's online portal Venloc for all Lloyd's shifts; it is important to ensure that what is sent on you via text each week is what Venloc says in regards to the rate and mileage. If you notice that your Venloc rate is lower, please email your co-ordinator straight away so they can have it altered through our Lloyd's channels to prevent any underpayments taking place. If you do not do this and recognise you have not received payment or have an underpayment, again, please email your coordinator with a full breakdown of the issue so they can resolve it.

Wells

You will be paid via bank transfer by Wells automatically on anything completed on or before this Friday will be paid 2 weeks on Friday. Any payment issues should be sent to your locum co-ordinator's email address and we will manage the payment issue and advise you when it is resolved.

Boots

When completing shift for Boots you will need to complete a claim form for each branch you visit and leave it within the branch. Once the branch manager collects these, they will authorize payment which will be received via bank transfer. Any shifts unpaid you will need to write on a new claim form together and email to your co-ordinator who will be able to help resolve this via the relevant Boots channels. Please ensure you are fully registered with Boots before completing a shift as it will delay payment if not.

Please when using claim forms use the company branded ones in branch before using your own version