



# National Osteoporosis Society

**ePayslips: Paper to online - the right way!**

With 25,000 members the National Osteoporosis Society is dedicated to improving the diagnosis, prevention and treatment of osteoporosis and fragility fractures.



Toby Coke, the charity's financial controller, understands that many organisations neglect their payroll provision. So when the charity switched payroll providers to Cox & Co. they were delighted to be offered an online ePayslip service. Toby explains the potential problems of payslip distribution and how ePayslips can resolve these:

### The challenge

"As an employer we need to provide proof of pay and deductions to each employee, but these details don't have to be printed on paper. Plus, paper payslip delivery relies on hand distribution or post which increases workload and mail costs. We care that our employees receive the right information, securely and promptly and felt this area could be improved further.

*From the outset Cox & Co. advocated education, consideration and a well controlled implementation, ensuring the migration to ePayslips was smooth and positive for everyone.*

As an organisation, we continually seek to improve our efficiency, security, sustainability and environmental impact, while reducing costs. So when we chose Cox & Co. as our new payroll provider we were keen to introduce their online ePayslip service immediately.

Cox & Co. understand change management and recognise that for many employees paper payslips are an institution! They appreciated that while changing to an online ePayslip service we would need to overcome some reluctance.

### The solution

Cox & Co. helped us at every step. They gave us comprehensive instructions, clearly documented timelines and produced posters to help increase employee awareness.

During the three-month migration they supported our employees to use the online ePayslip service. Everyone became confident in using their individual, secure, login and we experienced no operational problems.

Pay day is now easier. Using a computer or mobile device with internet access, employees securely log in and view their payslip anywhere at any time – even while on holiday. Another advantage is that each employee will build a record of historic payslips and P60s – to print whenever they wish.

The online ePayslips service saves us time and money. We are impressed with Cox & Co.'s customer-focused approach and together we have ensured each employee's migration to ePayslips was a positive experience."

**To learn about The National Osteoporosis Society, visit [www.nos.org](http://www.nos.org)**

**Contact Cox & Co.**

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