

Payroll Processing Guidelines: How we work with you



To provide you with an efficient and accurate payroll service we need to plan ahead according to your processing cycle.

To help us deliver the quality service that you demand, we ask that we both follow these simple set of guidelines.

1. Identify your specific 'pay day' processing calendar

Whether you pay by BACS or FPS/Online banking, we ask that you print the relevant payroll processing calendar which sets out your payroll timescales and submission dates.

[Payroll processing calendars - BACS](#)

[Payroll processing calendars - Faster Payment Service/Online banking](#)

All calendars can be found on our website : <http://www.payrollsolutionsltd.co.uk/blog/>

Or, on your CHaPS portal.

2. Inform us of your specific pay day

Whether it's the 5th, 25th or last working day of the month, you must inform us what your organisation's 'standard' pay date is. We will schedule our resources around your chosen payroll processing cycle. If we don't know your pay cycle - we can't plan ahead.

3. Advise us of new employees and leavers

Please use our **new employee notification** and **leaver notification forms** to let us know who is joining your company/leaving your employment. Using our official forms will help us process the information accurately and in time for the next pay run. Missing information may result in that individual not being included in the pay run or delay P45 issue.

All forms can be found on our website : <http://www.payrollsolutionsltd.co.uk/blog/>

Or, on your client CHaPS portal.

Note: We should be notified 5 working days in advance of any sudden large staff intake due to seasonal employment, conferences/event recruitment. Notification is required so that the resulting administration does not negatively impact your payroll cycle.

New starter forms are required for every employee (whether new or returning to your employment) or we can provide you with a spreadsheet for bulk entry.

A template spreadsheet for payroll data is available on our website
<http://www.payrollsolutionsltd.co.uk/blog>

4. **Submit your pay data on or before the designated processing day and time**

All pay data: new starter/leaver forms, changes to pay rates, spreadsheets etc should be submitted on or before your submission day to:

over2u@payrollsolutionsltd.co.uk

Your payroll processing calendar will inform you of the time deadline.

There is no need to email individual staff when submitting your pay data.

Payroll processing will not take place until the designated day and time on your pay cycle. Of course, we can take on board last minute amendments, emailed changes and phone calls as long as they are received before the cut off deadline.

5. **Notify us to "Start Processing"**

If you know you have submitted your pay data early, you are welcome to let us know that we can start processing earlier too. But we need to know that you have completed sending us all your pay data - otherwise we wait until your pay/time deadline.

We will not process your payroll if you do not indicate all information has been submitted to us.

Please notify us by email over2u@payrollsolutionsltd.co.uk to "START PROCESSING".

Once you inform us to 'start processing' all pay changes are frozen at that point.

6. **We will process your payroll**

Your payroll will be processed in accordance with your processing schedule. If we have any queries we will be in touch. Rest assured, we are busy working!

7. **We will return your payroll output to you**

According to your payroll processing schedule and timelines:

Payroll portfolio 1

• Typical payroll portfolio of small businesses with few employees • Once processed, we will email you to inform you that your payroll has been uploaded to CHaPs for you to view/download.

Payroll portfolio 2

• Typical payroll portfolio of small businesses with medium number of employees with in-house FPS/BACS payment process • Once processed, we will email you with your payroll output and upload payroll documents to CHaPS. Any queries please let us know - we will assume everything is order unless we hear from you.

Payroll portfolio 3

• Typical payroll portfolio of larger organisations with BACS payments that we process on their behalf.

Once processed, you will receive an email with your payroll output attached for checking and authorisation. Any amendments will be dealt with by our team as a priority. The BACS deadline must be adhered to and Cox & Co. reserve the right to close the payroll to further changes should the client's BACS deadline be in potential breach.

8. We will close your payroll cycle

If we have not heard back from you, we will assume all is well.

On the scheduled day/time your payroll will be closed and RTI filled - no further changes can be made.

All documents, payslips and ePayslips will be produced ready for post/upload. All payslips will be posted first class recorded delivery on this day.

9. Cox & Co. BACS authorisation

We cannot instruct your bank to pay your employees until you authorise us to do so.

We require you to adhere to the payroll processing cycle. This requirement and timescale has been built into each BACS payroll processing cycle.

11. Payslips 'Paper'

Once the payroll cycle has been closed we can produce paper payslips. These will be posted to you by first class recorded delivery.

12. ePayslips 'Electronic'

ePayslips are available on www.epayslips.com on your designated pay date. ePayslip login instruction letters cannot be generated until an employee's ePayslip is live on the system.

Typically you will receive ePayslip login instruction letters 3—5 working days from your employee's pay date.

13. P45s

Once the payroll cycle has been closed we can produce and issue P45s. We will not issue P45s if a **leaver notification** form has not been received by us. If an employee has been marked as a leaver and their P45 has been generated they are removed from the system. Should they remain or return to your employment they are added back onto our systems as a new employee (new employee number, ePayslip login code etc). A **new starter notification form is required for every new employee and returning employees.**

All P45s are available to view on your CHaPS portal.

14. P60s

The tax year end is 5th April.

We cannot produce P60s until your organisation's final RTI filing has taken place and this will depend when you pay your staff.

At the close of month 12:

- We will produce all P60s by the end of April.
- The ePayslip system displays P60s ready by employees if required.
- All P60s are available to view on your CHaPS portal.
- Paper copies or emailed copies will be sent through to you by the end of April.

For further clarification please contact us on 0117 9323444