



## Frequently asked Questions – 1

*Award-winning  
Payroll services!*

### Who are Payplus?

Payplus is one of the leading outsourced payroll service providers in the UK, offering a full range of payroll solutions to suit every type and size of organisation at realistic and cost-effective prices. Payplus has over 25 years of experience in delivering premium quality outsourced payroll services using the latest computing technology to give fast, consistent and reliable payments every payday.

### What services do we offer?

#### Managed Payroll Services:

- Maximum 48 hour turnaround
- Year end on-line filing P14's P35
- BACSTEL-IP report collection
- Legislative payroll calculations
- Payroll reporting retention
- Comprehensive management and departmental reports
- Monthly and annual pension returns
- Multi-frequency payroll processing
- HMRC liaison for P45, P46, P6, P9, P38, P43 etc.
- Individual pressure sealed laser payslips
- Posting of payslips to employees
- Regular newsletter
- Dedicated staff and helpline
- Individual employee year end P60's
- First class postage of payroll output
- Electronic return of output (payslips/reports)
- BACSTEL-IP employee, PAYE, and 3rd party payments

### Optional additional services

- HR advisory service (via third party business associates)
- Calculating/reporting: Class 1A NIC's, via P11Ds
- BACS crediting, bookkeeping, management accounting and taxation services (via associate)

### What are the benefits of using Payplus?

Payplus removes the burden of preparing multiple payrolls and ensures that all current legislation, tax codes, NI contributions, maternity pay, sick pay and other statutory rules are correctly adhered to. You can run your business, while we run your payroll. Your payroll is processed by a BACS approved bureau, using the most secure operating environments.

- You have access to friendly payroll experts at any time.
- Your payroll costs will almost certainly be lower.
- Peace of mind that no holiday/sickness disasters or other problems will affect your payroll processing.

### What are the costs?

The cost is normally on a scale that represents the number of staff you have. Simply ask us for a no-obligation quotation to get an exact figure. We aim to be less costly than using an accountant or other high profile payroll providers. As a guide, prices range from as little as £552 per annum based on the Managed Service. Compare for yourself: click the <Fast Quote> button on our website, [www.payplus.co.uk](http://www.payplus.co.uk).

### Does this Include end of year information?

Yes, all statutory end of year reports P35, P14, P60 are provided to satisfy the Inland Revenue and other requirements. Furthermore, Payplus is committed, to all clients, to send end of year data online, allowing eligible clients to benefit from the Inland Revenue incentive payments.

### Who will I talk to at Payplus?

All our clients are allocated a small number of dedicated contacts within Payplus, so that you will always talk to the same personnel. Our payroll consultants are highly experienced and committed to managing the day to day administration of your payroll. In the team as a whole there is over 100 years of professional payroll experience.

### How do I send you my payroll information?

You can advise us of all payroll related items, overtime, staff changes, pay rates etc. by email, fax or post. Functionality also exists whereby Input data can be read into the payroll software automatically and output can then be returned by email thus saving valuable time.

### How am I kept up to date with payroll matters?

We publish a newsletter at regular intervals for all our clients which includes news on changes and legislation as well as other services available to small/medium sized business. In addition you can access our website at any time. ([www.payplus.co.uk](http://www.payplus.co.uk))

*more questions answered over the page...*

Virtual Business Source Limited, Regent's Place, 338 Euston Road, London NW1 3BT  
t: 01462 687 339 • f: 01462 687 336 • e: [sales@payplus.co.uk](mailto:sales@payplus.co.uk) • w: [www.payplus.co.uk](http://www.payplus.co.uk)



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Virtual Business Source Limited • Registered Number: 06642764 England • VAT Number: 935 5167 10  
Registered Address: PO Box 501. The Nexus Building, Broadway, Letchworth Garden City, Herts SG6 9BL



## Frequently asked Questions – 2

### What types of payrolls can you run?

Payplus can cater for multiple payroll types and frequencies (eg weekly, fortnightly, monthly, bi-monthly, 4-weekly, quarterly and annual). The payroll can consist of multiple companies, multiple hourly rates for the same employee, multiple payments and allowances, bonuses, holiday pay methods, backdated pay awards as well as the usual statutory payments and deductions.

### Can I chose what aspects of the service I want?

Yes. We can offer a service tailored to suit your specific requirements - you tell us what elements you want to keep in-house and we'll do the rest.

### I only have a few employees, is this for me?

Yes, even one or two employees still need to have their payroll properly managed to ensure they are paid correctly and that Inland Revenue procedures are adhered to. In fact there are many additional benefits for smaller companies such as access to payroll experts for advice at any time, not to mention the current incentive payments for year end filing. So for a few pounds per employee it is excellent value.

### We are an overseas company thinking of starting employing people in the UK – can you help?

Payplus can deliver managed payroll services for overseas organisations starting up in the UK. Assistance is given with company set up, PAYE and UK banks if required.

### Do you only deal with UK taxes?

No. We have the software, skills and knowledge in place to manage payrolls for the Republic of Ireland, Isle of Man, Jersey and Guernsey, meeting HMRC requirements specific to these locations.

### Do you offer a BACS facility?

Bankers' Automated Clearing Service (BACS) simply allows electronic payments direct to your employees' UK bank accounts. This means no cheques or cash is needed unless you wish it. Once you have this facility other payments can also be made, so its use doesn't stop at employee payments. Payplus undergoes rigorous assessments by the BACS regulators and carries the 'BACS Approved Bureau' seal of approval.

### What if I don't want to use BACS?

There are other payment methods available such as cheque or cash, which can be varied throughout the employees on the payroll. Some companies, who already have arrangements in place with their Bank may prefer to use CHAPS, which means we would supply the relevant payment listings, but the client initiates the payment through his own bank.

### Why can't I use a PC-based payroll package?

You can if you wish. But when you compare the cost of the software, the training, the updates with tax tables and so on plus the time needed to implement and run it as well as keeping on top of legislation and HMRC requirements, then using the payroll services of Payplus becomes very attractive and cost effective. We are never off sick, on holiday or too busy!

### Do you have contingency plans in the event of a crisis (fire, bomb threats etc) or system failure, as we cannot miss our payroll deadlines?

That is no problem. At Payplus we ensure that all our computer systems are backed up daily and duplicate up to date information is held off-site for use in our fully operational Disaster Recovery site outside of London which can be up and running within hours, ensuring continuity of service.

### How do I know you're as good as you say you are?

We have many clients across a broad spectrum of industry types, many of whom have been with us for over a decade. We can put you in touch with some of our clients to give you an insight into their experiences of using the services of Payplus to manage their payrolls. Please just ask us. Payplus also has a 'guarantee' that if, within your first three months of processing your payroll we do not pay your employees 'accurately, on time, every time' you will not have to pay! On top of all that, we were winners of the coveted 'Payroll Outsourcing provider of the year' award in 2005 (run by PAY Magazine), surpassing all of our industry competitors.

**Payplus managed payroll. On time. Every Time. No Problem.**

Virtual Business Source Limited, Regent's Place, 338 Euston Road, London NW1 3BT  
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